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SOUTH CAROLINA DEPARTMENT OF SOCIAL SERVICES



ANNUAL REPORT

1987-1988

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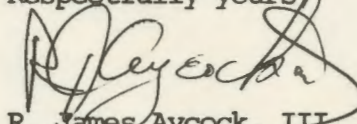
To His Excellency, Governor Carroll A. Campbell, Jr., and
the Honorable Members of the General Assembly of South Carolina

In compliance with the requirement of Section 43-1-210 of the South Carolina Code of Law, 1976, the fiftieth Annual Report of the Department of Social Services is hereby submitted for transmittal to His Excellency, the Governor, and to the General Assembly of South Carolina.

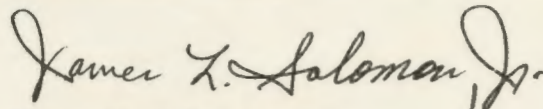
This report summarizes the activities of the Department of Social Services during the fiscal year which ended on June 30, 1988. Upon request, the Department will furnish the Governor or the General Assembly any special reports and any statistical or financial information not included in this report.

We appreciate very much this opportunity to serve the citizens of South Carolina. Because of the support received, we believe the Department has met its responsibilities in an exemplary manner during the past fiscal year. Our special thanks to the Governor, the members of the General Assembly, other state agencies, members of the S.C. Board of Social Services, members of the various advisory committees, and the staff of the Department who have all contributed to this productive year of social service deliveries to the citizens of our state.

Respectfully yours,



R. James Aycock, III
State Board Chairman



James L. Solomon, Jr.
Commissioner

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**SOUTH CAROLINA
BOARD OF SOCIAL SERVICES**

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**DEPARTMENT OF SOCIAL SERVICES
EXECUTIVE STAFF**

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Executive Assistant to the Commissioner..... Roosevelt S. Gilliam

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Information Resource Management..... J. Kenneth Shealy, Jr.

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Fiscal Management and Quality Control..... Gary E. Bell

Deputy Commissioner,
Children, Family and Adult Services..... Ms. Barry Dowd

Deputy Commissioner,
Audits, Investigations, and
Support Services..... Harrison Rearden

Deputy Commissioner,
Planning, Management and Research..... Leo Richardson, Ph.D.

INTRODUCTION

The South Carolina Department of Social Services (DSS) administers activities and through the counties delivers services within the state under the Aid to Families with Dependent Children, Food Assistance, Child Support Enforcement, and Children, Family and Adult Services.

During FY 87-88 the Department of Social Services renewed its emphasis on a holistic approach to client services, thus causing the agency to focus more closely on promoting self-sufficiency activities for those clients able to work and enhancing benefits and services to its other clients. To guide the agency toward its renewed emphasis on holistic client services, the DSS Board reaffirmed the agency's mission statement which reads: "The mission of the S.C. Department of Social Services is to improve the quality of life of eligible citizens, as established by state and federal law, by assisting those individuals to attain their highest level of functioning."

During FY 87-88 the agency sought to establish a process for actualizing its renewed emphasis on holistic client service. As a result the State Board adopted two "Guiding Principles" and two "Dominant Objectives" for accomplishing the agency's mission. The two guiding principles are:

- Principle 1: To respect the humanity and dignity of each person to whom the agency delivers quality service; and,
- Principle 2: To respect the humanity and dignity of each staff person.

These two guiding principles will provide the basis for the human relationships that must exist between each staff person, at every level within the department, and between each specific service deliverer and each individual service recipient.

The two dominant management objectives are:

- Objective 1: To provide quality services; and,
- Objective 2: To promote self-sufficiency (with a focus on the family).

To establish a policy basis for the achievement of the two dominant management objectives, the State Board adopted on October 21, 1987, the following quality policy:

It is the policy of the Department of Social Services to promote a work environment that encourages each staff person in the Department of Social Services to perform each duty exactly as required or cause the requirements to be officially changed to what the agency and its clients really need.*

*Quality here is defined as "knowing the specifics of one's job and doing it (the job) right the first time." This definition of quality and the agency's approach to quality improvement are taken from the book Quality Is Free by Philip B. Crosby.)

As a means of implementing this policy, the agency has committed to the implementation of a "Quality Improvement Process." This process is designed to permeate every aspect and every level of the agency's organizational structure, thereby continually emphasizing that quality work is the only performance standard that is acceptable within the agency.

Considering the agency's mission, its two guiding principles, and its two dominant management objectives; and, using the quality policy as a foundation, the following "Critical Success Factors" have emerged as the first set of social service initiatives for the Department of Social Services:

1. To promote quality work as the only acceptable work standard within the Department;
2. To build the experience levels of the service delivery staff by stabilizing the work force, improving staff morale, improving the effectiveness of staff training and establishing management workload levels;
3. To gain accreditation of, and maintain established performance criteria in, Adoptions, Child Protective and Preventive Services, Substitute Care and Adult Service programs.
4. To meet or exceed established performance criteria in Child Support Enforcement, Aid to Families with Dependent Children, Food Assistance, and Medicaid programs;
5. To effectively implement the South Carolina Employables Program Act statewide; and,
6. To secure the resources required to provide quality service and promote self-sufficiency by enhancing positive legislation and community support through effective communication of agency activities.

The delineation of the conditions of success for achieving these critical success factors and the action plans for meeting the conditions of success will constitute a DSS "Blueprint for Excellence." (The DSS Blueprint for Excellence is scheduled to be completed during the fall of 1988.)

This report summarizes the programs and activities that were implemented during FY 87-88 by the various divisions in their efforts to provide quality services to eligible clients. In addition, the agency takes pride in its welfare reform initiatives which essentially consist of coordinating educational and/or training activities for clients capable of working, thereby reducing dependence on public assistance and promoting self-sufficiency. The format of this annual report reflects certain organizational changes which were enacted in May 1988 to realize this self-sufficiency objective.

OFFICE OF THE COMMISSIONER

The Office of the Commissioner of the Department of Social Services has the responsibilities to direct the various functions of the Department in carrying out activities designed to achieve the agency's mission, under the policy direction of the S.C. Board of Social Services.

The agency's priorities during FY 87-88 were to enhance the effectiveness of programs addressing children's needs; to reduce error rates in Food Assistance and Aid to Families with Dependent Children programs; to implement education and training activities in view of helping assistance recipients become self-sufficient; and to clarify the roles of the Commissioner, the S.C. State Board, County Directors, and County Boards of Social Services.

A core committee, consisting of nine County Board Chairpersons and the Commissioner, met on four occasions and developed a consensus agreement which clarified the roles and functions of the Commissioner and the County Boards within the provisions of current state statutes. The core committee also formulated policies and procedures relative to hiring, evaluating, disciplining, and grievance rights for County Directors.

In addition, a Work Group consisting of the seven S.C. Board of Social Services members and seven County Board Chairpersons was formed to discuss priority issues that impact County Board responsibilities for ensuring quality services to clients.

Since 1985, the agency has prepared an annual Commissioner's Directive which is designed to communicate both internally and externally to the Department the mission, goals, objectives, performance indicators, priorities, and management actions for the upcoming fiscal year. Beginning in 1988 each county department, each state operated service delivery program and each state office functional unit will produce a plan of action for the next fiscal year. These plans will serve as the basis for the goals, objectives, and performance indicators included in the Commissioner's Directive.

On June 11, 1986, the Governor signed legislation (H.3345) resulting in the merger of the Children's Bureau into the Adoption Program of the Department. In accordance with this legislation approved transition plan, an Advisory Committee on Adoptions, comprised of former Board members of the Children's Bureau, met on several occasions to review the progress of the Department's adoption program and documented that the Commissioner had successfully directed staff efforts in hiring additional personnel for the program, in assuring that all six area adoption offices had become fully functional, and in meeting the requirements of the Transition Plan.

The emphasis of the Commissioner's Office during FY 88-89 will be to work to achieve the mission of the agency through the accomplishment of the two dominant objectives:

- To provide quality services, and
- To promote self-sufficiency (with a focus on the family.)

The two guiding principles and the agency's quality policy will provide the foundation for this effort.

OFFICE OF GENERAL COUNSEL

The General Counsel is the legal arm of the Department and provides legal advice and assistance to all program areas of the agency and serves as legal counsel to the S.C. Board of Social Services. Legal services are provided in two broad areas: Agency Legal and Family Legal.

The Agency Legal Unit staff defends the agency in all legal matters, including employee grievances, reviews all agency contracts, collects delinquent debts owed the agency, evaluates the legal impact of proposed regulations and promulgates regulations.

The Family Legal Unit provides trial representation in child protective service cases and serves as agency liaison with circuit solicitors who provide legal service to county DSS offices in child abuse and neglect cases.

Members of the legal staff regularly participate in providing training at all agency levels, including program case work certification training. The legal staff handles all judicial reviews of agency administrative hearings provided to all service providers and recipients who have appealed an agency decision adverse to them.

The Office of General Counsel is composed of eight attorneys and six support persons.

THE OFFICE OF GOVERNMENTAL AFFAIRS

The Office of Governmental Affairs emphasizes the identification, assessment, and monitoring of state and federal legislation impacting DSS. Special attention is given to the coordination of activities and enhancement of communicating with local county offices on legislative initiatives.

The office also has the responsibility to coordinate, communicate, negotiate and improve harmony and working relationships between the Department and local, state and federal governmental offices. It provides assistance in drafting legislation, policy, procedures and regulation changes. This division also monitors important legislation impacting the Department and keeps the Commissioner, the State Board and Executive Staff informed of its progress.

The office may represent the Department to various governmental offices, political groups, public and private organizations through written and verbal communication, including public speaking.

The office serves as the link between the General Assembly and the agency. It provides assistance in developing, implementing, and monitoring legislation impacting the agency. It also, upon request, provides research to program and executive staff.

Enabling legislation passed during the second session of the 107th General Assembly consisted of the following:

1. H. 2014 - Removes venue from Circuit Court and places it with the Family Court in regard to injunctions by DSS against child day care facilities. (Signed 3-8-88)
2. H. 2598 - Allows a retroactive tax deduction for persons who have adapted a special needs child to be taken for tax year 1985. Due to an oversight this income tax deduction was deleted from the Code in 1985 and was reinstated in 1986. (Signed 2-24-88)
3. H. 2671 - A bill relating to state agency employee grievance plans and procedures, so as to change the time for appealing to the State Employee Grievance Committee. (Signed 3-15-88)
4. H. 2945 - Provides statutory authority for the South Carolina Guardian ad Litem Program and provides immunity from liability for volunteer guardians under the program. (Signed 4-25-88)
5. S. 542 - A bill relating to use of sick and annual leave in conjunction with workers' compensation so as to provide for requirements that must be met before an employee elects any leave option. (Signed 2-24-88)
6. S. 625 - Establishes an adoption exchange within DSS to enhance recruitment methods and facilitate placement of children awaiting adoption. (Signed 3-14-88)
7. S. 650 - Allows a first-time nonviolent juvenile offender to petition the Family Court for an order authorizing the destruction of his non-violent juvenile criminal record. (Signed 5-26-87)

OFFICE OF PUBLIC AFFAIRS

The Office of Public Affairs is an executive function responding to the Commissioner. The office is committed to assisting agency management staff in arriving at a better understanding of the needs and interests of the media, telling the DSS story in ways the public can understand, and promoting good media relations.

In striving to achieve the foregoing mission, the Office of Public Affairs maintains a comprehensive public information program appropriate to the needs of the Department's various service entities, keeps the Department's personnel informed of information that is crucial for effective management, and provides technical assistance to state and county office personnel.

Efforts to promote a greater understanding of the programs and services of the Department resulted in a busy FY 87-88 for the Office of Public Affairs. The office's major projects during the year consisted of informing the public of the following newsworthy items: the agency's role in the South Carolina welfare reform strategy, self-sufficiency initiatives, child protective and preventive activities, child support enforcement enhancements and support collections, adoption service area offices updates, error rate reduction initiatives, recoupment of public assistance benefits obtained under false pretenses, and public awareness efforts on behalf of the foster care program.

As part of its efforts to disseminate information, the office prepares audio visual information packages for use within the agency, public service announcements, brochures and/or posters. Moreover, the office coordinates news conferences on agency initiatives, media interviews for Department staff, appearances on television and/or radio stations, and addresses to various civic and social groups.

During FY 87-88 the office produced and disseminated approximately 60 news releases on agency activities, feature articles on Department executives and staff, and photos and photo captions. Other activities of the office included maintaining a clipping service of news items affecting the Department and producing the Department's annual report. In addition, office staff updated the "American Public Welfare Association Directory" and the "S.C. Legislative Manual" and provided the media with the State Board Meeting Annual Calendar.

On a daily basis office staff process numerous phone inquiries about agency programs and services, or direct callers to other state agencies or private social service organizations to assure expeditious and effective solutions to citizens' needs. Staff also inform the Governor, the General Assembly and others of agency responsibilities, activities, programs, and accomplishments. A monthly publication, "DSS Directions," keeps selected readers, such as county boards, county directors, and media representatives informed about the proceedings of the S.C. Board of Social Services. In addition, "Quarterly Comment" provides news of general interest to state and county agency employees.

The Director of the Office of Public Affairs and the Commissioner are the official spokespersons for the agency. The Director of the Office of Public Affairs is the official agency contact for the media, especially involving matters of high sensitivity affecting the State Office and 46 county offices.

OFFICE OF EXECUTIVE ASSISTANT TO THE COMMISSIONER

The Office of the Executive Assistant to the Commissioner conducts specialized or technical assignments for the Commissioner; assists in the execution of various administrative duties; and plans and conducts specialized programs as required. The nature and scope of the services provided by this office are not limited to any specific functional area.

During FY 87-88 this office performed the following tasks:

1. Represented the Department in contacts with other agency officials for the purpose of coordinating various agency programs.
2. Prepared and maintained special or confidential records and reports in the Commissioner's office.
3. Made arrangements for meetings and conferences.
4. Monitored corrective action plans for the agency's Division of Audits.

5. Started preliminary work on agency attitude surveys.
6. Started groundwork for implementing an agency-wide Quality Improvement Process.
7. Served in various liaison capacities with
 - federal, state and county entities,
 - private, public and professional social organizations,
 - the State DSS Board and the Quality Process Advisory Committee, and various business organizations.
8. Reviewed and developed DSS management systems.
9. Represented the Commissioner in various meetings as needed.

OFFICE OF PERSONNEL

The Office of Personnel provides personnel and administrative support services for employees of the South Carolina Department of Social Services. Areas of responsibility include formulating and implementing personnel policies and procedures; furnishing staff assistance to management in carrying out personnel policies; consulting with and advising management on proper utilization of agency resources; directing administration of plans, policies and programs relating to personnel management, recruitment, payroll preparation, records maintenance, progressive discipline, equal employment opportunity, affirmative action, employee performance management system, and employee relations, i.e., employee grievances, Savings Bond Program, dual employment, Service Award Program, and State Employees Credit Union Program.

There was a total of 4,164 employees (868 in State Office and 3,296 in counties) on July 1, 1987 and 4,152 employees (875 in State Office and 3,277 in counties) on June 30, 1988. The total number of personnel allocations was 4,316 (950 in State Office and 3,366 in counties) on July 1, 1987 and 4,374 (979 in State Office and 3,395 in counties) on June 30, 1988.

Significant activities of the Office of Personnel during the fiscal year included:

1. Continued to coordinate and monitor all personnel actions within the agency with a view toward achieving the equal opportunity goals set forth in the Department's Affirmative Action Plan.
2. Coordinated open enrollments for the state dental, life, and health insurance programs, to include six (6) health maintenance organizations.
3. Assisted in the presentation of pre-retirement education seminars.
4. Processed 56 employee suggestions.
5. Coordinated, prepared and distributed 251 state service award certificates.
6. Implemented the United Way at Work Program in the State Office.
7. Coordinated the editing and publication of an updated employee handbook.

8. Conducted successful fund drives for the United Way, the Good Health Appeal, and the March of Dimes Teamwalk.
9. Coordinated open enrollments in the agency for 30 independent insurance companies.
10. Expanded personnel recruitment efforts by increasing the number of in-state colleges visited from twelve to twenty.
11. Accepted delegation of authority from the Division of Human Resource Management for the authorization to approve hire-above-minimum requests which do not exceed the midpoint of the grade.
12. Acquired a personal computer which allowed for the development and implementation of an automated procedure for the daily maintenance of agency organizational charts.
13. Acquired terminals which access the files at the Division of Human Resource Management, thereby providing a means for the direct daily keying of information which updates personnel data stored in both the Employee Profile System and the Temporary Employment System.
14. Coordinated the implementation of approximately 330 Human and Economic Service supervisors and 180 Homemaker reclassifications in accordance with Committee to Advise on the Reclassification of Delivery Staff (CARDS) recommendations. Assisted in the coordination of training for all Economic Services staff in anticipation of implementing the remainder of the CARDS recommendations.
15. Coordinated the implementation of a State Office restructuring and the subsequent study of various positions affected which was conducted by the Division of Human Resource Management.
16. Processed a total of 1,277 classification requests. This included 825 reclassifications and 452 updates. Of this total, 868 were requests which the agency can review and approve in accordance with the Delegation of Classification Authority agreement with the Division of Human Resource Management.

Recruitment/Selection and Program Administration

The Division of Recruitment/Selection and Program Administration provides support by monitoring the process of recruitment and selection in accordance with the established Merit System Rules and its procedures; revises and ensures compliance through daily monitoring of the Department's Affirmative Action Program; processes and monitors the Department's Employee Performance Management System; confidentially maintains both active and inactive employee personnel records; acts as a liaison by monitoring and coordinating activities dealing with Unemployment Compensation claims; actively engages in recruitment at various colleges and universities throughout the state; assists both employees and applicants through career counselling and forwarding of required documents for appropriate processing; monitors employee Identification Card Program; prepares departmental telephone

directory and coordinates appropriate information for Southern Bell and state government telephone directories; maintains North Towers Complex floor directories; and prepares various statistical reports.

Classification and Compensation

The Division of Classification and Compensation provides support by evaluating all delegated and non-delegated requests for classification/reclassification of agency positions; monitoring of staffing standards; monitoring of position utilization and maintenance of agency organizational charts; acts as liaison with the Division of Budgeting Systems to ensure funding availability for classification/reclassification requests; ensures proper salary administration when processing payroll changes such as new hires, promotions, demotions, reclassifications, grade reallocations, etc.; provides pertinent input to effect payroll changes; provides report of actions for budgeting purposes; evaluates all delegated and non-delegated hire-for-above minimum requests; evaluates all special pay adjustment requests; respond to employment verifications on all current staff; and monitors all state, federal and other FTE ceilings to ensure compliance.

Personnel Affairs

The Division of Personnel Affairs provides support in payroll system updating, the Employee Voluntary Deductions Program (i.e., Deferred Compensation, Credit Union, U.S. Savings Bond, United Way), the sick and annual leave program (including maternity leave, military leave, and leave without pay), acts as a liaison by processing and monitoring Worker's Compensation claims, Fair Labor Standards Act compliance, the processing of State Retirement forms, State Employee Suggestion Program, the Employee Grievance and Appeal Program, Progressive Discipline procedures, Human Affairs complaints, Equal Employment Opportunity Commission complaints, the Employee Wellness Program, the Employee State Service Award Program, dual employment procedures, the State Group Health, Life, and Dental Insurance programs (as well as 30 additional insurance company programs), and counselling, training and policy interpretations for agency employees in the foregoing areas.

OFFICE OF THE SENIOR DEPUTY COMMISSIONER FOR INFORMATION RESOURCE MANAGEMENT

The Office of the Senior Deputy Commissioner for Information Resource Management is responsible for all systems that produce, control, and disseminate information needed to effectively manage the responsibilities of the Department. This responsibility includes, but is not limited to, the technical development, design, acquisition and maintenance of major statewide and interstate automated systems. Also this office is responsible for all training activity necessary to keep all Department employees informed of current innovations within our changing environment to

better perform their responsibility. In addition, the Senior Deputy Commissioner is administratively in charge of the Department in the absence of the Commissioner.

**Executive Assistant
for Information Management and Staff Development**

The Executive Assistant for Information Management and Staff Development is responsible for managing the functions of Information Management and Staff Development and Training. The responsibilities of these two divisions are outlined below.

Information Management

The Division of Information Management consists of five entities: Internal Documentation Management; Records Management; Document Reproduction Unit; Graphics/Forms Design; and Printing Systems.

The division is responsible for providing printing and photocopy services, management of the agency's written communication system, including manual materials and Information and Directive memos, management of the agency's records management and forms management programs.

- Internal Documentation Management -

Internal Documentation Management handles management of the agency's written memo and manual material system. Responsibilities of the unit include: formulation of policy on format and content guidelines for Department manuals and general staff release; review of all departmental manuals and recommendations on revision directions; development and maintenance of a selective coordination method for all general release material; and review and revision of all proposed general staff releases and manual materials before the Commissioner's approval and field distribution.

During FY 87-88 the unit reviewed, revised, coordinated and disseminated 221 Directive Memos, 276 Information Memos, and 113 Manual revisions. The Work Support Services Manual was completely revised. Manual chapter revisions included Chapters 3 and 4 of the Admin. Manual, Chapters 4000 and 8000 of the Computer Systems Users Guide Manual, Chapters 19 and 20 of the Medicaid Manual, Chapters 5, 7, 10 and 17 of the Personnel Manual. Internal Documentation Management also provided support for several special projects.

- Records Management -

Records Management is responsible for establishing a records management program for the Department of Social Services. By assisting all state and county office elements in the functions of their records management programs through the development of retention schedules for managing records, an orderly and systematic method for the storage, transfer or destruction of records can be assured.

Records Management has updated, revised or rescinded over 75 Records Retention/Disposition Schedules this fiscal year. Twenty-five new record series were inventoried and new Records Retention/Disposition drafted and forwarded to the Department of Archives and History. Approximately 660 cubic feet of inactive state office records were transferred to the State Records Center.

The revision of the Records Management Chapters of the Administration Manual is presently being written and will be disseminated as soon as the Summary of Records Retention/Disposition Schedules is finalized.

The Records Repository for storage of inactive records from the county offices has received over 3,400 cubic feet of inactive records and presently stores 7,485 cubic feet of inactive records.

The Records Management Unit acquired a paper shredder during this fiscal year and has begun an operation of shredding all inactive county case records eligible for destruction as well as any records requiring shredding from the State Office.

- Document Reproduction Unit -

The Document Reproduction Unit is responsible for developing guidelines concerning use of the state office photocopy machines, preventive and emergency maintenance on the photocopy machines, and providing photocopy services. The unit also maintains production records by cost center and by machine for management purposes and maintains copy supplies at proper levels.

- Printing Systems -

During FY 87-88, the Print Shop printed 2,499 different jobs, with a total of 28,504,136 impressions, using 501 negatives, 677 new plates and 4,517 cheap plates. The Print Shop maintains records and files on all work done and orders all necessary paper stock and printing supplies.

Printing requests to this unit include collating, padding, folding, punching, stapling and other types of bindery work. The majority of print jobs require camera negatives and plate making. The Print Shop prints all manuals and manual revisions, memoranda, books, brochures and booklets and approximately 95 percent of all Department forms (excluding Data Processing forms).

- Graphics/Forms Design -

Graphics/Forms Design is responsible for coordinating the development, revision, control, and withdrawal of all forms, form letters, certificates, pamphlets, flyers, booklets, brochures, letterhead stationery, envelopes and business cards used by the agency. It establishes policy on form standardization, design and control, and includes creation, layout, numbering and printing or reprinting as required.

During FY 87-88 Forms/Graphics Design created 121 new forms, revised 53 forms, reprinted 1052 forms and obsoleted 406 forms. The unit also completed 64 graphics projects, including brochures, pamphlets, flyers, cover sheets, letterheads, envelopes, seminar

and conference materials, 334 business cards and other special projects.

Staff Development and Training

The Division of Staff Development and Training has been responsible for developing job training and staff development opportunities for all agency staff. The division is divided into Human Services, Economic Services and Management/Support areas of training responsibilities. Each unit plans for specialized training activities to assure that employees receive the knowledge and skills training necessary for effective and efficient job performance for the agency.

- Media Unit -

The Media Unit which supports training activities has provided audio visual and training support to all agency training. This includes development and production of:

- 12 public service announcements
- 7 commercials
- 2 Commissioner's comments
- 6 video training tapes and training programs which were duplicated for county and state office use
- 4 video training tapes for adoption program use with the "One Church One Child" programs

This unit also maintained an audio and video lending library for agency use. Duplication of audio and video tapes was included as a part of the service. A training program on photography for county human services staff was developed and delivered, and numerous training sessions were video taped for later use.

- Human Services Training Unit -

The Human Services Training Unit provided basic job, continuing job and certification training for new Human Services county employees. A total of 40 new Human Services Supervisors were also provided with 18 days of training in supervision. This was in accordance with agency requirements for new supervisors. In addition, funds were provided to send selected supervisors and workers to various professional development conferences.

Through contracts with the University of South Carolina training was provided to more than 500 employees. The topics ranged from Basic Human Services for new workers to Foster Parent Training for workers who will train agency foster parents. The University also began training for regional adoption staff and a treatment training program for county caseworkers.

- Economic Services Training Unit -

The Economic Services Training Unit continued to provide basic job and certification training for newly hired Food Stamp, Medicaid Eligibility and Public Assistance staff. A certification training program was provided for 28 new Economic Services Supervisors and 112 County Clerical Supervisors.

A total of 3,071 Economic Services employees received continuing job training and developmental workshops. This included training in the upgrading of social work skills for all Economic Services workers and supervisors.

<u>Worker Certification Training Programs</u>	<u>Number of Sessions</u>	<u>Total Trainees</u>
Child Protective/Preventive Services 6	150
Permanency Planning/Adoption 3	75
Adult Services 2	50
Adult Protective Services 2	50
Children & Family Services/ Continuing Job Training 5	100
Integrated Casework Skills Training 7	179

Executive Assistant for Information Systems

The Office of Information Systems (OIS) designs, develops, implements and operates computer information systems which support the South Carolina Department of Social Services. All information systems activities are directed at one overall goal -- to support the Department in the rapid and appropriate provision of service to all clients by providing information systems which fulfill the information processing needs of the agency. OIS is divided along four functional lines: Information Systems Processing, Information Systems Applications Programming, Information Systems Technical Support, and Information Systems Development and Acquisitions.

Information Systems Processing

The Division of Information Systems Processing includes activities performed by the Problem Resolution Unit and by the User Services Unit.

- Problem Resolution Unit -

The Problem Resolution Unit is responsible for processing information, resolving technical system and equipment problems and performing technical system training. Several activities were accomplished during FY 87-88.

This unit processed and maintained over 6,600 work schedules for the Time Accounting and Reporting System (TARS) for Information Systems staff that is used in state and federal budget reporting and time accountability reporting.

The unit created, processed and distributed computer access authorizations (userid's) for the new Department on-line automated systems to county and state office staff and prepared training material and performed hands-on training for the new on-line

screens for CIS, Title XX, Foster Care Tracking, Child Protective Services, PA Recoupment, and the Statewide Broadcast Message Network. The unit created and distributed over 525 userids for the new CHIP System for Kershaw County staff, state office staff and county directors.

It was responsible for entering messages and notices to recipients via the Department On-line System to appear on the monthly and daily public assistance checks, monthly reporting checks and Medicaid cards.

In addition, this unit provided follow-up data management training on all information systems and resolved technical system problems involving data entry procedures and equipment for county and state office staff.

- User Services Unit -

The User Services Unit -- which is made up of Document Control, Data Entry, Production Services, and Computer Operations -- is the operations center for day-to-day support activities for the Office of Information Systems.

Major activities during this period included the upgrade of our mainframe computer system from a NAS AS/XL 60 to an AS/XL 80. This upgrade was necessary due to the requirements of the new CHIPS application. In addition, a great number of man-hours were expended in providing assistance and support in the Acceptance Testing of the CHIPS software and the design of special forms for CHIPS implementation.

Information Systems Applications Programming

The Division of Information Systems Applications Programming is responsible for systems analysis and programming for the development of new systems, and the maintenance and enhancement of existing production systems. Accomplishments of this division in support of end user and client services over the past year included:

1. Child Support Enforcement System - Title IV-D. Major improvements to the Child Support Enforcement System, Title IV-D were accomplished to include the following:
 - a. Modification of the method for the payment of incentives. Incentives are now calculated based upon the AFDC and non-AFDC collections, not Title IV-A reimbursements.
 - b. Implementation of a quarterly maximum on the total incentive payments.
 - c. Major enhancements in both the federal and state tax intercept process. Major changes included using intercepted funds to prepay the federal and state dollars allocated to Title IV-A service for Title IV-D clients and reporting tax interceptions. Automation of the distribution of intercepted Internal Revenue Service (federal tax) and state tax refunds on non-custodial

parents who have arrearages and are delinquent in their child support payments to Clerks of Court's offices.

2. Management Accounting and Control System (MACS). Development and improvement activities within the Management Accounting and Control System included:
 - a. Implementation of the automated posting of budgetary data together with the production of management reporting of expenditures and revenues by source of funds.
 - b. Enhancement of the automation of the annual reporting requirements which eliminated several labor intensive tasks while simultaneously expediting the production of the reports.
 - c. Development of on-line update and inquiry to the MACS Reference File Ledgers, inquiry to the Cost Center Responsibility, Program Responsibility, Organization Responsibility and Detail Cost Center Responsibility database.
 - d. Development of a MACS Additional Management Accounting Reports (MAMAR) system to augment the existing management reports.
3. Food Assistance. The implementation of a centralized, automated system for the Food Assistance Program in South Carolina was one of the most significant changes in the operation of the program since its inception. The State/County Integrated Data System for Certification, Issuance and Recoupment, or SCID III, vastly increased the Department's capabilities in terms of record keeping and program management. The benefits of a network linking all county departments and the State Office have become increasingly apparent. Several enhancements have been implemented:
 - a. Enhanced ESC batch process to include a staggered quarterly match of all active Food Assistance cases.
 - b. Implemented the automated National Disqualification System as a subsystem of SCID III.
 - c. Enhanced the Income and Eligibility Verification System (IEVS) to allow matching of BENDEX, IRS and BEERS data.
 - d. Developed an on-line automated interface of SDX with the BENDEX Master File.
 - e. Established the STARS System and its transfer to the Department.
 - f. Implemented quarterly comprehensive claims reporting.
 - g. Converted selected counties to mail issuance.
 - h. Changed selection criteria for Monthly Reporting cases.
 - i. Implemented a quarterly alphabetical listing to comply with Local Office Procedures (LOP).
 - j. Developed a new Automated Redetermination Notification System (ARNS) implemented in July 1987.

4. Client Information System (CIS). Major improvements to the Client Information System were accomplished to include the following:
 - a. Implementation of an automated interface for eligible Medicaid clients between CIS and the Medicaid Management Information System.
 - b. Implementation of Ribicoff Children Regulations.
 - c. Implementation of the Child Restraint Seat Loaner Program.
 - d. Implementation of the Employment Search Program.
 - e. Implementation of IV-A Supplemental checks.
 - f. Implementation of revised formats for Medicaid cards effective June 1988.
5. Administrative Systems. Development and improvement activities included:
 - a. Development and implementation of an automated interface of personnel and payroll information with the State Comptroller General's Office.
 - b. Enhancement of the Time Accounting and Reporting System to more accurately reflect, by system, time expended for cost accounting and allocation.
 - c. Development and implementation of an enhanced Personnel Review Notification System.
6. Children Services. Improvement activities included:
 - a. Enhancements to the Adoptions and Foster Home Payments Systems to implement the newly created Adoption Service Areas.
 - b. Enhancements to the error correction and exception process of the Foster Home Payment System.
7. Title XX System. Development and enhancement activities included:
 - a. Development and installation of the Unmet Needs subsystem.
 - b. Modification of the entire system to accurately process services and report efficiently the newly developed Adoption Service Areas.
8. Work Support. Development and improvement activities included:
 - a. Development and implementation of an automated on-line tracking system for the counties participating in the South Carolina Work Support Program.

- b. Enhancement of various management and statistical reports to facilitate efficient management of the Work Support Program.

Information Systems Technical Support

The Division of Information Systems Technical Support is responsible for providing the following:

1. A hardware/software marriage conducive to an efficient automated data systems development and operational environment.
2. The assessment, assistance and installation of equipment and software to support county automation.
3. The coordination of voice communications for state office sponsored activities.
4. The management of data communication and the Department communications network.
5. Installation, maintenance, and replacement of remote terminal equipment.
6. An ongoing analysis of facilities available in the area of micro processors.

In fulfilling its responsibilities the division has accomplished the following:

1. Modified software to support hardware upgrade to NAS XL80.
2. Applied "fixes" to virtually every software package to maintain currency necessary to support the total Department technology environment which includes CHIPS, IV-D and Office Automation.
3. Installed and connected CHIPS equipment for training and the pilot county.
4. Procured and installed software to monitor system performance.
5. Designed a system to allow the Division of Finance to recoup county use of telephone calling cards.

Fiscal year 1989 is coming in like a lion for the technical support staff. With the full implementation of both CHIPS and IV-D systems lurching at the outset, this will be a busy group.

Information Systems Development and Acquisition

The Division of Information Systems Development and Acquisition, in cooperation with various program divisions within the Department, has responsibility for major automation initiatives in the areas of information systems planning, development, and implementation. These responsibilities include: (1) evaluating existing operational systems, (2) documenting user requirements, (3) preparing systems specifications, (4) preparing Advance Planning Documents (APD) and Requests for Proposals (RFP), (5) planning system acquisition strategy for the development and implementation of new systems, (6) designing, testing, documenting and implementing new systems, (7) coordinating systems development

activities with departmental users and federal sponsors, and (8) project management.

The division is composed of Project Management Teams. Each team consists of program users and technical specialist that are experts in specific management and support functions relative to the system management project. The teams have a dynamic composition. At each stage of the System Development Life Cycle, team composition may change as dictated by the management and technical expertise required.

Major initiatives of this division during the past year included the following:

1. Client History Information Profile System (CHIPS). All developmental work for the implementation of an Automated Applications Processing and Information Retrieval System (AAPIRS) in South Carolina was completed. A formal acceptance test for the system began March 1, 1988, and was completed on May 31, 1988. Kershaw County DSS was selected as the pilot county for the implementation of CHIPS. Conversion of the Kershaw County caseload into CHIPS began June 1, 1988, and was completed during June. The pilot operations will be evaluated through September. Conversion for statewide implementation will begin on October 1, 1988 and continues through May 31, 1989 as outlined in the CHIPS Conversion and Implementation Plan. Federal certification of the new system will be requested after 30 days of statewide operations.
2. Child Support Enforcement System (CSES). The Project Team staff and the contractor completed the design for the new Child Support Enforcement System. This design was then prototyped with the program staff throughout Child Support Enforcement. Programming and testing of the Case Management and Legal subsystems have been completed and the contractor is now working to complete the last major subsystem (Finance). A training program has been designed and a User Handbook prepared to support the training program which is scheduled to start in July 1988. The completed CSES is scheduled for acceptance testing beginning in August 1988. Automated conversion will occur in September 1988. The CSES will be fully operational in October. Child Support Enforcement cases which were not converted in September will be added to the new system between October 1988 and April 1989.
3. Electronic Parent Locator Network (EPLN). The Department was awarded a continuation grant for third-year activities for the EPLN project by the Department of Health and Human Services. The second-year activities involved the development, installation and demonstration of EPLN. The third-year activities involves the continued loading and updating of the EPLN database and the utilization of this database by the participating states. The overall goal of the grant is to develop and demonstrate an electronically acceptable network among the eight (8) states comprising Federal Region IV for the purpose of locating parents who are not making child support payments.

**OFFICE OF DEPUTY COMMISSIONER
FOR SELF-SUFFICIENCY**

The Office of the Deputy Commissioner for Self-Sufficiency oversees activities designed (1) to administer and operate the Department's self-sufficiency objectives by preparing AFDC recipients to enter the world of work through education, training, and job-search strategies, (2) to initiate, monitor and evaluate corrective action activities which will reduce Food Assistance and AFDC error rates to federal tolerance levels, (3) to plan, organize, implement, monitor and evaluate family assistance and medical programs, and (4) to assure, as established by Congress, that all South Carolina children who are in need of assistance in securing child support from their parents will receive such assistance, regardless of their circumstances.

**Executive Assistant
for Work Support**

The Executive Assistant for Work Support is responsible for the committing of resources of the Department, in conjunction with the utilization of other available resources, to assist Department clients in obtaining gainful employment and to enhance and facilitate communication with and among other providers of work-oriented services. In discharging this responsibility, the Executive Assistant oversees the Work Support Services Program, Food Stamp Employment and Training Program, the Work Incentive Program, the Refugee Resettlement Program, and the Community Work Experience Program. Other Work Support enhancement programs include the Teen Companion Program, Project Free Enterprise Program, and JTPA Programs.

- Work Support Services Program -

The responsibility of the Work Support Services Program is to develop, provide, and/or coordinate services to assist Department of Social Services' clients to attain economic independence in response to the manpower needs of the state.

The Work Support Services Program (WSS) continued to serve clients in Richland, Lexington, Fairfield, Beaufort, Jasper, Hampton, Anderson, Oconee, Pickens, Greenville, Orangeburg, Calhoun and Bamberg counties. Greenville county became a separate Work Support Unit in March 1987.

The Work Support System consists of the following components:

1. **Employment Search Program.** This program is a mandatory, statewide requirement of AFDC eligibility. At the time of application or annual redetermination of eligibility, every applicant and recipient, unless exempt, must register for employment at the local Employment Security Office within 10 days of the application or redetermination interview.

In the 13 counties that have Work Support Services, applicants and recipients are referred to the Work Support Services Unit for participation in Employment Search or other Work Support Program.

For the period July 1, 1987 through June 30, 1988, the clients registered for participation were classified as follows:

Mandatory	3,085
Voluntary	195
Number placed in jobs	1,045
Number sanctioned for non-participation	562

2. Client Assessment. The purpose of the client assessment component of the Work Support Services Unit is to determine the individual client's current employability status and level of functioning in the following areas: (a) vocational assessment, (b) educational assessment, (c) psychological assessment, (d) social assessment, (e) medical assessment, and (f) economic assessment. Client assessment is accomplished through contracts and cooperative agreements with state agencies and/or direct service delivery by the Department of Social Services. Agencies involved in this process may include the Department of Education, Department of Mental Health, Department of Mental Retardation, Department of Health and Environmental Control, Employment Security Commission, Department of Vocational Rehabilitation, Technical Education System, hospitals, clinics, private physicians and psychologists, and other state agencies and entities as identified.

3. Employability Plan Development. Following assessment, an individual employability plan is written responding to the needs of the client. Vocational objectives are established for each client in keeping with identified abilities, competencies, interests, etc. Services are also identified in the plan which will assist the client to enter employment.

4. Work Support Services. Work Support Services are designed to assist individuals of the target population to enter the world of work. Services are provided based upon individual employability needs of the client and include, but are not limited to, the following:

- a. Adjustment Services. Adjustment services focus on the special social and work related needs of the client such as work maturity, job tolerance, motivation and other necessary employment skills. These adjustment services are provided by Work Support Services staff and/or by contracts or cooperative agreements with other agencies.
- b. Training and Education. Vocational and educational training are provided to clients based on specific needs identified during the assessment phase. The following type of training will be provided depending on individual need.

Intergenerational Reading Program. The Inter-

generational Reading Program (IRP) is presently designed to provide a tutoring program for DSS Work Support Services clients in Bamberg, Calhoun, Orangeburg, Beaufort, Richland and Anderson counties. Clients are given reading instructions by college work study students from South Carolina State College, Claflin College, Voorhees College, USC-Beaufort, Benedict College and Clemson University. The tutors use the Laubach Reading method along with the Reading Rainbow PBS series. The clients then read those books with their children. Applicants/recipients having less than an eighth grade education are encouraged to participate in this reading program. They will receive individual tutoring until they reach a fourth grade reading level. At this time they may attend adult education classes.

Number having participated in IRP 63

- c. Other training and educational facilities participants used include the following:

JTPA Programs:	358
Technical Colleges:	268
On-the-Job Training:	30
Adult Education:	338
County Literacy Programs	121

5. Supportive Counseling and Guidance. Supportive counseling and guidance are provided throughout the Work Support Services process and continue following job placement as determined necessary by the Work Support Services staff and the client.

6. Ancillary Services. These services will be provided on an individual basis and may include, but not be limited to, transportation, child/dependent care, housing, physical restoration, mental health, etc. Some of the necessary ancillary services may be provided through the utilization of existing resources in the targeted areas of operation, such as day care providers, the housing authority, public and/or private transportation services, etc. Physical restoration and mental health services may be provided through Medicaid, Department of Vocational Rehabilitation, Department of Mental Health, Department of Health and Environmental Control, clinics, and private providers. Additional ancillary services are provided as needed, including

- transportation to services,
- child care,
- and miscellaneous others such as glasses, nurses' uniforms, etc.

at a cost totaling \$41,954.

7. Job Development, Placement and Follow-Along. Employment development, job marketing and selective placement services will

be provided by the Work Support Services staff and through cooperative agreements and/or contracts with the Employment Security Commission, Department of Vocational Rehabilitation, Job Training Partnership Act (JTPA) and Private Industry Councils (PIC), State Development Board, etc. Emphasis is placed on the identification and development of quality placements to assure the continued self-sufficiency of DSS clients served. Placements included the following:

-Professional, technical, managerial	41
-Clerical/sales	86
-Service	702
-Agricultural, fishery, forestry.....	24
-Processing	43
-Machine trades	35
-Benchwork	77
-Structural work	15
-Miscellaneous (subsidized)	22

- Community Work Experience Program -

The purpose of the Community Work Experience Program (CWEP) is to provide AFDC recipients with work experiences which serve useful public purposes. AFDC recipients are required to participate in CWEP as a condition of AFDC eligibility unless otherwise determined to be exempted. Only Spartanburg, Jasper, Hampton, and Beaufort counties have this program. The following statistics apply to the program participants:

<u>Total Number:</u>	<u>Spartanburg</u>	<u>Beaufort Jasper Hampton</u>
CWEP referrals	243	101
CWEP personnel placed in worksite ..	121	58
Recipients provided child care	80	0
Recipients provided transportation .	97	5
Sanctions	27	10
Closures due to employment	11	6
Recipients obtaining employment	28	16
Hours of all CWEP participants	72,102	3,182
Dollar value of work hours	\$55,508	\$10,036
Dollar value of AFDC savings	\$22,804	\$ 8,358

- Teen Companion Program -

The goal of the program is to significantly reduce the rate of teenage pregnancies in families receiving Aid to Families with Dependent Children (AFDC), thereby reducing the public cost of support to second generations of these families and improving the health, well being, and potential of these families and their children.

The potential savings of public funds is tremendous. In 1984, the estimated one-year cost to South Carolina for first live births to teenagers was \$26,465,760. The estimated 10-year cost to the state in welfare benefits for teenage girls giving birth in 1984 alone are over \$127 million.

The methodology of the Teen Companion Program seeks to change behavior through intensive educational, health, and psychological services mediated through paraprofessional adult and teen companions supported by professional training, supervision and counsel.

The program is administered by the South Carolina Department of Social Services through a statewide project administrator, a work support supervisor, a service coordinator for each county or group of counties.

Counties operational	13
Adult companions	17
Peer companions	17
Teens participating	758

- Project Free Enterprise/College Preparation -

Project Free Enterprise is an innovative approach to enhancing the possibility of self-sufficiency for children of Department of Social Services' clients. The program, funded by state and federal funds, operated in four counties in 1984, eight counties in 1985, 12 counties in 1986, and 12 in 1987. In 1988, the first Project Free Enterprise program operated solely with private support was established in Spartanburg County.

The program is designed to test the effectiveness of the free enterprise system as a vehicle to inspire teens from families served by the Department's AFDC and Food Stamp programs to seek active participation in America's economic system as entrepreneurs, business professionals and smarter consumers. Other goals of the program are to reduce early school departures, enhance school achievement, improve self-esteem, and promote employability.

In 1986, a College Preparation component was added to the program at several sites. This component was an outgrowth of an identified need to provide special college preparation, counseling and activities for program participants who demonstrated the capability and motivation to pursue post-secondary educational opportunities. Tenth, eleventh and twelfth grade participants are exposed to an array of experiences which enhance the possibility of their entering post-secondary educational institutions and being successful once enrolled. Instruction in standardized test-taking skills, counseling relative to appropriate pre-college courses and career paths, information about the application and financial aid processes are among the many activities provided.

In Project Free Enterprise, from September to June, teens aged 14 to 17, meet with counselors and instructors on Saturday mornings to learn about the free enterprise system. In these sessions they develop an understanding of the concepts of supply and

demand, profit and loss, consumerism, marketing, production and other topics related to the business world. They learn through films, simulated games, industry tours and presentations by guest lecturers from the private sector. These business role models impart the reality of the day-to-day workings of the business world and the ingredients for success in business.

The second phase of the program year is spent developing youth enterprises in which participants establish and name a business, select and produce a product, sell stock in their company, market the product, maintain business-related records, and learn to perform the functions of the officers in a corporation. All participants in each company learn to perform the responsibilities of key personnel of a business operation, including the president, the vice president for production, the vice president for marketing, the vice president for personnel, and secretary/treasurer of the company. Once they are familiar with these roles, they elect from the group those members who they feel can best carry out the roles.

In each of its four years of operation, Project Free Enterprise has had the support of elected officials and school officials in addition to the endorsement of the chambers of commerce in each county in which it operates. Other private sector support comes from business professionals who serve as guest lecturers and who work with the participants during the enterprise phase of the program. Representatives from other public agencies are also involved in the support network for the program as advisory council members. This interagency cooperation ensures effective coordination of resources that impact positively on the lives of the youths.

- Food Stamp Employment and Training Program -

The Food Stamp Employment and Training (FSE&T) Program is designed to assist households participating in the Food Stamp Program in gaining skills, training or experience that will increase their ability to obtain regular employment. The program components include the following activities:

- o Job Search - Placement Assistance
- o Vocational Rehabilitation (VR)
- o Work Support Services (WSS)
- o Educational/Vocational Education
- o Job Training Partnership Act (JTPA)
- o Job Seeking Skills Training

The FSE&T Program is consistent in 29 mandatory counties-- Aiken, Anderson, Bamberg, Barnwell, Beaufort, Berkeley, Calhoun, Charleston, Colleton, Darlington, Dillon, Dorchester, Florence, Georgetown, Greenville, Greenwood, Hampton, Horry, Lancaster, Laurens, Lexington, Marion, Oconee, Orangeburg, Pickens, Richland, Spartanburg, Sumter, and York -- with regard to the components which are utilized. Intensified services are, however, offered in

five counties (Anderson, Beaufort, Greenville, Orangeburg, and Richland) with the addition of a Work Support Specialist in the DSS Work Support Unit. The function of the Work Support Specialist is to provide greater coordination with ESC as well as with other local agencies and more intense assistance to the "hard to serve" clients. The remaining 24 mandatory counties rely solely on the contracted Employment Security Commission (ESC) workers to provide necessary coordination with other local agencies.

In 17 counties (Abbeville, Allendale, Cherokee, Chester, Chesterfield, Clarendon, Edgefield, Fairfield, Jasper, Kershaw, Lee, McCormick, Marlboro, Newberry, Saluda, Union and Williamsburg) component participation is voluntary. Since there are opportunities for participation in these counties, the Food Stamp eligibility staff is asked to refer work registrants to Employment Service for jobs and to other available employment and training resources. Individuals who do not participate in these 17 counties are not sanctioned.

FSE&T accomplishments from July 1, 1987 through June 30, 1988 include the following:

-Number of Work registered Food Stamp (FS) recipients	27,680
-Number of work registrants exempt from FSE&T participation	7,029
-Number of work registrants referred for FSE&T participation	19,351
-Number of work registrants who began one or more FSE&T components	9,946
-Number of work registrants who began Job search placement assistance component	8,453
-Number of work registrants who began job search skills training component	100
-Number of work registrants who began education component	354
-Number of work registrants who began vocational training component	253
-Number of work registrants who began Vocational Rehabilitation component	786
-Number of FSE&T participants who began employment	2,866
-Annualized FS savings from employment and sanctions	\$2,422,636

- JTPA Programs Coordination Unit -

This unit, established in May 1984, has the major responsibility for liaison with the JTPA programs across the

state. The JTPA/DSS linkage has brought about a steady increase in the number of AFDC recipients participating in JTPA Program activities from approximately 18 percent participation in 1986-87 to better than 26 percent participation in 1987-88. In cooperation with the DSS Work Support Services Program, the JTPA Program in South Carolina has funded at least one staff position in each of the five Work Support Units to engage in employment and training activities operated by JTPA funded programs.

Three JTPA funded contracts resulted in the following accomplishments:

-Adult AFDC recipients placed in employment ...	150
-Adult AFDC recipients obtaining employment through other JTPA programs	39
-Youth Drop-out referred to JTPA programs (Greenville County)	150
-Children placed in child care (Greenville County)	85

The JTPA Coordination Unit will continue to expand its relationship with the State's JTPA Program through interaction with the seven JTPA Service Delivery Areas (SDA) and the various Private Industry Councils.

- Work Incentive Program -

The Work Incentive Program (WIN) is designed to assist AFDC applicants/recipients to attain economic independence. It is jointly operated by the South Carolina Department of Social Services and Employment Security Commission. Staff of both agencies work together as a team to help WIN registrants find employment and achieve economic self-sufficiency. The WIN Program is operated in eight counties: Aiken, Darlington, Florence, Horry, Newberry, Spartanburg, Sumter, and York. In these counties, all persons at least 16 years of age who apply for AFDC or who are receiving AFDC are required to participate in WIN unless they are exempt by reason of health, handicap, home responsibility, advanced age, or geographic location. At any given time, there are approximately 6,000 AFDC applicants and recipients signed up for WIN participation. Ninety-six percent of these registrants are female and 62 percent have less than a high school education.

Social and employment and training services provided to WIN registrants include job preparation and job retention services, child care, job-related counseling, transportation, home management, family planning, work experience, job training, job referrals and placements. Coordination with other employment and training and social service entities is encouraged in order to maximize the resources available to WIN registrants.

Certification that necessary social services have been arranged or provided must be made before a registrant is assigned to an active WIN status. Emphasis is placed on employment follow-up services during the first 30 days of employment to help prevent problems which might result in termination of employment. This is considered the most critical period for job adjustment.

The success of WIN is measured by the number of persons who entered unsubsidized employment expected to last 30 days or more, job retention rate, and annualized AFDC grant savings. During the past year, WIN has consistently met eighty-five percent or more of its goals in these three areas.

The WIN Program will continue to work towards increasing both employment and training opportunities and the availability of supportive social services for WIN registrants.

WIN accomplishments from July 1, 1987 through June 30, 1988 include the following:

-New individuals signing up for WIN participation	2,314
-Individuals appraised	2,076
-Individuals certified as job ready	1,009
-Individuals who entered employment (expected to last 30 days or more)	972
-Job retention rate after 30 days	82.6%
-Individuals who entered subsidized employment ...	111
-Individuals who entered subsidized training	114
-Number of individuals whose AFDC grant was terminated due to employment or sanction	403
-Number of individuals whose AFDC grant was reduced due to employment or sanction	503
-Total initial month's AFDC grant savings due to employment or sanction	\$101,082
-Annualized AFDC grant savings (based on the number of clients who stayed on the job at least 30 days and projected for 12 months)	\$1,101,925

The reported WIN related welfare savings do not include Medicaid or Food Assistance savings.

- Refugee Resettlement Program -

The Refugee Resettlement Program is an entirely federally funded program of an emergency nature and orientation furnishing temporary (interim) aid and assistance to the refugees in South Carolina, without distinction of country of origin.

The responsibility of the agency is to facilitate the provision of services needed by the refugees, and in so doing to preclude chronic and entrenched maladjustment and its concurrent social services (welfare) dependency. To preclude this societal maladaptation, the agency function tends toward the comprehensive and generic, with all service activities being designed as leading toward client self-sufficiency.

Since 1975, the agency activities and projects have enabled the refugees in South Carolina to be self-supportive much earlier than the national average. In June 1988, 2.3 percent of the refugees in South Carolina less than thirty-one months received public assistance, as compared to the recent 52 percent national average.

During FY 87-88, 92 (68 new arrivals from overseas and 24 from other states) refugees have resettled in South Carolina. Of that number 92 have stayed (68 new arrivals and 24 from other states) bringing the total refugee population to 2,528 as of June 30, 1988. Achievements of the year ended June 30, 1988 include the following:

1. The agency organized two English as a Second Language (ESL) classes in Rock Hill and Spartanburg. In addition to ESL, instruction included other communication skills and cultural orientation for a total of 8 hours per week. These structured classes served 30 refugees. Assistance for transportation was also made available to 13 ESL participants, and 2 families (4 children) benefited from child care while attending classes. Of 19 ESL participants who went through the ESL Project, 90 percent were employed at the time of termination, and 10 percent attained a sufficient level of English to graduate into higher education and/or better employment opportunities. Additionally, an estimated 25 refugees received ESL instruction through other Adult Education classes, volunteers of the S.C. Literacy Association and various church groups.
2. Because of its proven effectiveness and efficiency in providing career counseling, job orientation, job search and matching to refugees, the Employment Services Project was renewed to cover the entire state. The project contract is performance-based, i.e., the services provider will be reimbursed only if services are provided and the refugee has been with the same employer for 90 days or better. By June 1988, of the 37 refugees enrolled in the project, 12 found permanent full-time employment (of whom 12 reached the 90-day criteria).
3. In an effort to strengthen local refugee organizations to better serve their own communities, the program contracted with the Spartanburg County Indochinese Refugee Council, Inc., a consortium which includes the Mutual Assistance Associations (MAA's) of the Cambodian, Laotian and Vietnamese communities, to provide interpretation, translation and refugee mental health services. As of June 30, 1988, the Spartanburg County Indochinese Refugee Council, Inc. helped a total of 36 clients in their dealings with, among other things, the schooling of their children, employees' rights, tenants' rights and the criminal courts.
4. In addition to providing medical assistance to refugees in need of such, the agency also contracted with the South Carolina Department of Health and Environmental Control to provide a comprehensive health screening and assessment to 36 clients across the state.
5. The multilingual staffs of the agency and of its human services contractors served more than 427 refugees in their emotional, cultural and social adjustment through approximately 1,127 counseling sessions, crises management, and other face-to-face interventions. Whenever appropriate, employment counseling was also provided. (See item 2 above.)

6. With the assistance of the Office of Children, Family and Adult Services, the agency continued to care for 12 unaccompanied refugee minors placed in foster homes across the state and provided all special counseling services for these children. By June 30, 1988, there were a total of 10 unaccompanied refugee minors in South Carolina.

In addition, the program responded to an average of 3 telephone requests daily, from initial identification of services needed to complete follow through.

Concurrently, the agency must translate the unique needs of the clients to other agencies involved, as the cross-cultural differences and language barrier are magnified in a service provider-client relationship not properly introduced or structured.

In summary, the South Carolina Refugee Resettlement Program serves as a linkage of socio-environmental systems for its clients, seeking to be immediately responsive to needs and enhancing social development and self-sufficiency of clients.

Executive Assistant for Administrative and Management Support

The Executive Assistant for Administrative and Management Support oversees the activities of the Divisions of Policy and Planning and Administration which support the agency's economic service programs. This office is also responsible for ensuring coordination of other policies and procedures implemented within the Office of Self Sufficiency which may impact the Economic Services Programs. The Executive Assistant also oversees the "Managing for Results Task Force."

- Managing for Results Task Force -

The Managing for Results Task Force is the agency's corrective action committee for the AFDC and Food Assistance programs. Membership in the task force is composed of county and state office staff. The task force is charged with reviewing and recommending for implementation all corrective action initiatives. Subcommittees that are assigned the actual research and development of each error reduction effort are chaired by a task force member and other agency staff. The task force meets monthly. All counties are provided with minutes of the meetings to keep them aware of the ongoing activities and discussions of the task force. County membership rotates every two years.

Policy and Planning

The Division of Policy and Planning is responsible for the development and dissemination of policies and procedures for the following programs: Aid to Families with Dependent Children (AFDC), Food Assistance, General Disability Assistance, Refugee Resettlement and New Eyes for the Needy. The principal programs of this division, AFDC and Food Assistance, are designed to

provide a minimum level of financial and nutritional assistance to families with limited economic resources.

Staff of this division participated in the following error reduction activities that related to both the AFDC and Food Assistance programs:

1. Worked closely with the Project Team on design modifications for a state-to-state transfer of a state-of-the-art electronic data processing system for the AFDC and Food Assistance programs. Development costs are 90 percent federally funded. The system is known as CHIP (Client History and Information Profile). The pilot county, Kershaw, converted to CHIP in June 1988.
2. Attended Error Case Conferences in which AFDC and Food Assistance cases found in error by Quality Control were discussed. The goal of this case staffing is to prevent any erroneous decisions from being submitted to the Federal Quality Control Office. Incorrect cases determined correct, prior to submission, reduce the quality control error rates in each program.
3. Made revisions to both the Assistance Payments Policy and Procedures Manual and Food Assistance Policy and Procedure Manual. Revisions updated policy as well as clarified policy with the goal of preventing quality control errors.
4. Assisted with the development of enhancements to the Supervisory Transaction Review System (STARS). This system is designed as a corrective action measure utilizing supervisory review of cases to detect eligibility workers' errors.

- Aid to Families with Dependent Children -

The AFDC Program provides a cash payment to families with children who are deprived of support or care of one or both parents by reason of death, physical or mental incapacity, continued absence from the home or unemployment of the principal wage earner parent.

Total AFDC expenditures for FY 87-88 were \$92,435,601. A total of 120,260 persons received assistance in 42,164 cases.

Statistics regarding the make-up of an AFDC household are as follows:

- The average number of persons in the household was 2.85.
- The average monthly payment per household was \$182.69.
- The average monthly payment per person was \$64.10.

During FY 87-88, the AFDC Program:

1. As mandated by the Medically Indigent Assistance Act of 1985, increased the AFDC Need Standard to 50 percent of the federal poverty level on July 1, 1987. Need for a family of three went from \$380 to \$388. The percentage of need paid was set at 51.6 percent of the Need Standard making the award for a three-person family with no income \$200 per month (in FY 86-87 it was \$199 per month).

2. As mandated by the Medically Indigent Assistance Act of 1985, the Unemployed Parent option of the AFDC Program was continued. Two parent families where the principal wage earner is unemployed may receive AFDC if all eligibility criteria are met. An average of 400 families per month received under this option.
3. Maintained the Title IV-A State Plan which is required by the federal government. The plan delineates the options chosen by the state in its administration of the AFDC program.
4. Prepared and submitted to the Family Support Administration a waiver from quality control sanctions based on quality control error rates for FY 82-83 and FY 83-84.
5. Recouped \$912,540 in FY 87-88 from current and former AFDC recipients who were overpaid or ineligible. This is a decrease from the \$1,080,188 recouped in FY 86-87.

- Food Assistance -

The Food Assistance Program is designed to promote the general welfare and to safeguard the health and well-being of the nation's population by raising the levels of nutrition among low-income households. To receive food stamps, a household must meet nationwide eligibility standards.

Total Food Stamp benefits for FY 87-88 were \$156,658,831. An average of 93,391 households participated in the Food Assistance Program each month. This decrease is attributed to an improved state economy, strengthened verification requirements, and continued emphasis on prosecution of households that received benefits fraudulently.

Statistics regarding the make-up of a Food Stamp household are as follows:

- The average number of persons in the household was 2.89%.
- The average allotment per household was \$140.10 monthly.
- The average allotment per person was \$48.47.
- Of the total persons participating in the Food Stamp Program 50% are under the age of 17 and 13% are over 60.

During FY 87-88, the Food Assistance Program participated in the following projects:

1. Began development of an improved statewide training system for food stamp eligibility workers and supervisors.
2. Participated in the "Six Million Dollar Club" developed by the United States Department of Agriculture for counties in the Southeast Region who issue six million dollars in food stamps annually. The focus of this project is to identify special needs or activities of large counties to develop strategies from state to state to improve program operations.
3. Developed and submitted to the U.S. Department of Agriculture, Food and Nutrition Service (FNS) good cause waivers from Quality Control (QC) sanctions based on QC error rates for FY 85 and FY 86.

4. Collected approximately \$1,600,000 from recipients owing food stamp claims.

- Refugee Resettlement -

Refugee Resettlement provides financial assistance and/or medical assistance to refugees or entrants who fled their countries. They must meet certain eligibility criteria, including need. The state received 100 percent federal reimbursement for refugee/entrant assistance payments.

In FY 87-88 an average of 22 persons, including children and adults, received assistance through the Refugee Program. Total money payment expenditures for the fiscal year were \$40,850.00.

- General Disability Assistance -

This program provides financial assistance to needy individuals, aged 18 to 65, who are temporarily and totally disabled and who are not eligible for any other type of assistance. The sole funding source for this program is state revenue. An average of 9 persons received general disability assistance on a monthly basis during FY 87-88.

- New Eyes for the Needy -

The New Eyes for the Needy Program provides eyeglasses for persons with limited income provided they meet certain visual acuity criteria. This program is funded entirely from donations, such as used metal eyeglass frames and precious metal scrap such as old watches and jewelry (real, costume or antique). In FY 87-88, 71 New Eyes for the Needy forms were issued.

Administration

The Division of Administration provides administrative and management support for the AFDC and Food Assistance programs. Direct responsibility includes system development and user maintenance, quality assurance reviews, food stamp issuance, food stamp data analysis, client services, and training. The division coordinates with external and internal offices on matters affecting Economic Services.

Major initiatives coordinated by the division this fiscal year include the following projects:

- Participated in the development of South Carolina's Client History Information Profile (CHIP).
- Established a data management center as a repository of management data on Economic Services programs.
- Developed a federal waiver designed to simplify Economic Services Program.
- Initiated development of an Economic Services training plan.
- Conducted a feasibility study of electronic benefit transfer of AFDC and Food Assistance.
- Developed a plan to enhance client services to Food Assistance and AFDC recipients.

- Developed a plan to reduce issuance costs for Food Assistance.
- Participated in the development of a work plan to implement legislation establishing a Hunger and Nutrition Council.
- Participated in planning the APWA Regional Conference.
- Participated in the planning of the National Food Stamp Directors' Conference.
- Participated in the South Carolina Institute on Poverty.
- Participated in the Regional Error Rate Reduction Conference.
- The South Carolina Department of Social Services will host the National Food Stamp Directors' Conference in FY 89.

- Systems Development and User Maintenance -

The System Development and User Maintenance function is responsible for assuring our computer systems meet federal, state and user requirements. Requests for computer services are coordinated by the division. Current projects consist of development and conversion to the CHIP system, (our integrated system) and maintenance of SCID III (current food stamp system) and CIS (current AFDC system).

Any system enhancements or changes caused by regulations will be coordinated by the division.

- Issuance of Food Coupons -

The division is responsible for the acquisition and distribution of food stamps in the state. Specific functions include ordering, allocating, and reconciling a 40 million dollar inventory of food stamps. Fifty-seven issuance points, including two contract vendors currently exist in the state. The division also maintains a storage and transportation contract with a vendor. The unit also compiles and completes our federal financial accountability reports.

- Training -

Program training of state and county eligibility staff is the responsibility of the division. The division is also responsible for three (3) major training functions: basic job training for new employees, integrated casework skills training for uncertified caseworkers, and continuing job training for Economic Services Workers.

Approximately 800 Economic Services Generalists, 300 Specialists, and 150 Supervisors at the county offices and over 150 program and support people at the State Office must be trained each year.

The division is currently developing a comprehensive training plan with assistance from a county task force to implement an academy for Economic Services Workers. The objective is to begin implementation in federal FY 89.

- Data Management -

The data management researchers are responsible for identifying, evaluating, and monitoring on an ongoing basis data for each county. These data include caseloads, error rates, claims, issuance, staffing, quality control, performance indicators and certification.

- Client Services -

The Client Services Unit is responsible for investigating client inquiries and complaints regarding services. The Client Services Unit is also responsible for answering inquiries from legislators, elected officials and the public concerning client problems. An average of 300 inquiries are processed by this unit monthly.

- Quality Assurance -

The Quality Assurance Initiative was established by the agency in October 1986. The objective of Quality Assurance is to assess the county operation of the AFDC and Food Assistance programs. Quality Assurance is responsible for working with the county under a partnership arrangement in problem identification, problem solving, solution development, and implementation assistance. A significant responsibility of Quality Assurance is to make recommendations concerning managerial policies, practices and procedures affecting the county and state operations of the AFDC and Food Assistance programs. This is accomplished through caseload/workload analysis, organizational concepts, training, validation of the casefile review system and general program operations.

Executive Assistant for Economic and Medical Support

The Executive Assistant for Economic and Medical Support manages the planning, organizing, monitoring and evaluation of programs in the following two divisions: (1) Economic Support and (2) Medicaid Eligibility and Program Liaison.

Economic Support

The Division of Economic Support plans, implements, administers, evaluates, and directs the operation of the service delivery system for the AFDC, Food Assistance and special economic support programs. These programs include the Temporary Emergency Food Assistance (TEFAP) Program and Summer Food Service Program.

Ten Program Specialists and two Project Administrators provide technical assistance and consultation to county offices regarding program operations and policies and procedures. The Program Specialists visit counties at least monthly and have daily contact as liaison staff in maintaining day to day activities, identifying training needs, analyzing county specific data regarding quality control reports, Quality Assurance reports, automated system

needs, and policy related issues. The Program Specialists are also responsible for assuring that county corrective action plans are developed appropriately and for evaluating the plan for effectiveness.

The division conducts Error Case Conferences in coordination with the Division of Policy and Planning and the Division of Quality Control. Program Specialists contact counties to secure additional information for case disagreements. If the county disagrees with Quality Control findings, the case is staffed jointly by the Project Administrator and the Quality Control Assistant Director. When policy clarification is needed, the Project Administrator calls the Division of Policy and Planning.

Management Evaluation (ME) reviews, as mandated by Family Nutrition Programs, are conducted by Program Specialists in designated counties. These reviews include the following: Residency/Homeless Requirements; Expedited Services; Denied and Terminated Cases; Restoration of Lost Benefits; Application Processing; and IEVS Requirements.

Medicaid Eligibility and Program Liaison

The Division of Medicaid Eligibility and Program Liaison has the responsibility for carrying out the policies and procedures outlined in the following programs:

1. MAO-Institutional Cases. These are needy individuals who reside in Title XIX certified medical facilities. Their monthly income must be below the Medicaid CAP of \$1,062.00 and their countable resources must be below \$1,900.00 (\$2,850.00 for a couple). The patients residing in nursing homes pay all their monthly income except \$30.00 to the nursing home. The Medicaid Program sponsors payment of the difference between the patient's income and the nursing home charge. There are appropriately 9,011 MAO-Institutional cases.
2. Children Under 21 with Special Living Arrangements. This group includes children in foster care or private institutions who are being fully or partially supported by public funds. These children cannot establish eligibility for Medicaid benefits if their income exceeds the AFDC needs standard or if their countable resources exceed \$1,000. There are approximately 958 children in these foster homes and private institutions.
3. Eligibles under the Pass-Along Provisions. Persons who are ineligible for SSI or Optional Supplement benefits, solely because of the cost of living increase in Social Security benefits, may continue to be eligible for Medicaid benefits. Currently, there are approximately 432 eligible individuals.
4. Children Receiving Title IV-E Payments. These are children for whom the agency makes an adoption assistance or foster care maintenance payment. These children are automatically entitled to Medicaid coverage. More than 1299 children receive Medicaid benefits because a Title IV-E payment is made

- on their behalf. This group also covers IV-E eligible children from other states who now reside in South Carolina.
5. Essential Spouses. Individuals who were eligible in December 1973 because their needs were included in their husband's or wife's state assistance grant and who were "grandfathered" into the SSI Program are eligible for Medicaid as long as they continue to qualify as the essential spouse of the SSI recipient. There are approximately 60 essential spouse cases.
 6. SSI Recipients. SSI recipients are automatically entitled to Medicaid benefits. Their eligibility is processed automatically based on information made available from the Social Security Administration. Recipient Data Management is responsible for ensuring that approximately 86,300 South Carolina residents who receive SSI benefits are certified for Medicaid.
 7. Buy-In Program. The State Department of Social Services elects to enroll certain groups of Medicaid eligible individuals under Part B of Medicare and pay their premiums. Payment of Part B premiums allows the state to pay only coinsurance and deductibles for covered medical services, as Medicare Part B will assume payment of 80 percent of the allowed charges. Approximately 65,000 persons are on the Buy-In Program.
 8. EPSDT Program. This program provides for comprehensive physical assessment and restorative dental care, vision and hearing services (including eyeglass and hearing aids) to Medicaid eligible children from birth to 21 years of age. Approximately 97,000 children are presently eligible for services through this program. During FY 87-88, 60,775 medical screenings were conducted. Approximately 41,327 children received diagnosis and treatment and 25,000 children received screening exams for dental defects.
 9. Transportation Program. This program provides transportation services through contractual providers or volunteer drivers to any Medicaid eligible recipient. The service is approved and arranged by the local county offices. To approve transportation requests, the client must be accessing a medical service which is covered by the Medicaid Program. Approximately 110,000 requests for transportation were honored during the fiscal year.
 10. The Medically Needy Program. Implemented on October 1, 1984, this program provided Medicaid coverage to pregnant women and children under age 18. Individuals with countable resources within limits set for the program were able to establish Medicaid eligibility after an income "spend-down" process. The MAO rolls increased by approximately 5,000 when the Medically Needy Program was implemented. NOTE: The Medically Needy Program was terminated in February 1987.
 11. Expanded Eligibility for Community Long Term Care (CLTC) Recipients. This program was implemented March 1, 1985. Through a waiver process CLTC has expanded services to people in the community who would be eligible for Medicaid if they were institutionalized. Economic Services Workers must

determine eligibility for this group as if they were in a medical facility. CLTC's expanded eligibility increased the number of persons receiving Medical Assistance Only by approximately 1,500.

12. A new category of eligibility, Ribicoff, was implemented on May 1, 1986. This coverage group provides Medicaid benefits to those children under 18 who would be eligible for AFDC except for the deprivation criteria. There are approximately 5,133 children in this category.
13. Optional State Supplementation provides financial and medical assistance to eligible aged, blind or disabled individuals who are unable to meet the cost of care in a residential care facility licensed by the Department of Health and Environmental Control. The number of persons eligible for Optional State Supplementation continued to increase during FY 87-88. A per month average of 2,823 individuals received Optional State Supplementation during the year, with an average monthly payment of \$135.60. In July 1985 the net income limitation (NIL) for establishing eligibility for Optional State Supplementation was increased to \$470.00. In January 1987 it increased to \$481.00, and in July 1988 the NIL was increased to \$509.00. Recipients are allowed to keep \$25 to meet their personal needs. The remainder of recipients' incomes must be applied to the cost of their care in the facility.
14. Optional Coverage for Women and Infants Under Age One (OCWI). In response to growing concern regarding South Carolina's infant mortality and morbidity rate, the OCWI Program was implemented effective October 1, 1987 to provide Medicaid coverage to pregnant women and infants up to age one with income below 100% of the poverty level. Since its inception, 7,696 applications have been taken for this program.

Executive Assistant for Child Support Enforcement Administration

The Executive Assistant for Child Support Enforcement Administration is responsible for program administration and operation, including management support, case management, automation, fiscal operations, parent locate services, establishment of paternity and support obligations, enforcement of child support orders, tax intercepts, and policy and planning. An additional responsibility is for the contracting with the county clerks of court for collection and enforcement services. Serving as the IV-D Director for the state, the Executive Assistant is also the South Carolina Information Agent for the Uniform Reciprocal Enforcement of Support Act (URESA). The Office of Child Support Enforcement serves two client populations: those who receive Aid to Families with Dependent Children (AFDC) and those who do not receive welfare payments (non-AFDC).

- Background -

In an effort to promote greater parental responsibility for the support of children and to reimburse federal and state government for expenditures of public assistance, the Child Support Enforcement Program was established in 1975 as Part IV-D of the Social Security Act through Federal Public Law 93-647. The emphasis of this law was to assist in the collection of support for children of Aid to Families with Dependent Children (AFDC) recipients. The Department of Social Services (DSS) was named as the single state agency to administer and supervise the administration of the federal mandates. Until the merger of the Child Support Enforcement Legal Division into the Department of Social Services (DSS) in March 1985, DSS signed cooperative agreements with the Office of the Attorney General for the provision of legal and investigative services. Through the Uniform Family Court System, the Clerks of Court provide for local collection and enforcement of child support.

Child Support Enforcement is a proven cost effective approach in collecting financial support to assist dependent children and its effectiveness has been enhanced through adoption of the Federal 1984 Child Support Amendments. The Amendments, which clarify that services are available for all children, proposed sweeping changes in state child support law. States were mandated to adopt certain enforcement techniques. While South Carolina had enacted a state tax intercept program for both AFDC and non-AFDC cases in 1983, the General Assembly, during the 1985 Legislative Session, approved several pieces of legislation required for South Carolina to comply with the federal law. Included among the new laws were wage withholding, interstate wage withholding, and automatic assignment of support rights in AFDC cases.

- Initiatives and Activities -

Child Support Enforcement involves specific functions devoted to securing payment of financial support from parents with dependent children. These functions include establishing a case file, locating absent parents, establishing paternity, assessing financial responsibility, establishing an order of support, collecting and distributing funds, and enforcing support orders.

During FY 87-88, the Child Support Enforcement Administration underwent a reorganization that included the streamlining of functions and the formation of two new divisions, Fiscal Operations and Regional and County Operations. This reorganization was necessary in order to provide a more accessible, accountable and responsive child support delivery system. The Division of Fiscal Operations, which was formerly housed in the Division of the Treasurer, is responsible for receiving and distributing child support monies, handling fiscal inquiries, and maintaining information for preparing fiscal reports. The Division of Regional and County Operations is responsible for coordinating activities with the DSS County Offices and the Clerks of Court and submitting cases for state and federal tax offset. In addition, the five Regional

Offices are responsible for establishing paternity and support orders, assisting in the enforcement of support orders, and providing parent locate activities as needed.

The Department contracts with the Office of the Attorney General for the services of the Chief Deputy Attorney General for Child Support. This position is responsible for providing legal guidance and direction to the Program and direction to all office attorneys on legal matters concerning their work.

The Child Support Advisory Committee (CSAC) continued to assist OCSE on issues impacting the Child Support delivery system in South Carolina. The CSAC was instrumental in the development of child support guidelines for award amounts. The guidelines were approved and adopted by the DSS State Board to be made available for use of the Family Court Judges after October 1, 1987, as required by the 1984 Amendments. The Guidelines will help assure that award amounts are adequate, as well as, equitable.

In addition, the development of the Electronic Parent Locate Network (EPLN) continued during this fiscal year. The EPLN will link the Parent Locate Service of eight Southeastern states to enable locate efforts between these states to be carried out more expeditiously.

In a 1984 Program Results audit, the Federal Office of Child Support Enforcement (FOCSE) found the State OCSE out of compliance on the maintenance of records and for not taking locate action on all necessary cases. A Corrective Action Plan (CAP) was submitted to the Federal Office to correct these findings. The CAP was initiated on October 13, 1986 and completed in September 1987. The FOCSE follow-up audit on the CAP in January 1988 resulted in a score of 100% on Maintenance of Records and 95% on Locate Action for the state. The FOCSE also conducted a Program Review of the OCSE, with the final report of findings and recommendations to be issued in the summer of 1988.

The development of the child support automated system is ongoing. The testing, training and initial conversion phases of the child support automated system is expected to be completed in FY 87-88. Full implementation of the system will be completed in the Spring of 1989. The automated system will be statewide in operation and will greatly increase the case handling and performance capabilities of the OCSE.

The following is a summary of the program's activities as related to the child support caseload:

1. During FY 87-88, the OCSE received 15,989 referrals from AFDC families and 5,818 from non-AFDC families for child support action.
2. The Parent Locate Services successfully located 22,711 cases.
3. The OCSE established 6,803 support orders and 4,423 paternitys.
4. For state FY 87-88, \$15,364,622 in AFDC dollars and \$27,122,191 in non-AFDC dollars were collected for a total of \$42,486,813 in child support collections.

**OFFICE OF DEPUTY COMMISSIONER
FOR FISCAL MANAGEMENT AND QUALITY CONTROL**

The Office of the Deputy Commissioner for Fiscal Management and Quality Control emphasizes three objectives: (1) development of the most efficient methods of ensuring that funds are aligned in the proper area or category to accept all expenditure transactions, (2) support for the Child Support Enforcement Program, and (3) evaluation of whether the Department is carrying out its responsibilities in accordance with statutory and regulatory requirements of the many social programs, and recommendations of corrective action when federal re-reviews reveal the need for corrections or improvement.

Budgeting Systems

The Division of Budgeting Systems is responsible for the preparation, monitoring and control of the Agency Budget and Cost Allocation Plan, fiscal management and analysis, and fiscal reporting and analysis. This division consists of the Budgets Section and Cost Allocation and Analysis Section.

- Budgets -

The Budgets Section is responsible for planning, developing, controlling, monitoring and evaluating all budgetary matters within the Department. The total budget for the Agency for FY 1987-88 was \$469,671,517.

Some of the major duties of this section include:

1. Preparing the annual Agency Budget Request.
2. Reviewing purchasing requisitions (12,000 annually) for fund availability.
3. Preparing quarterly, semiannual and annual budget estimates for state and federal agencies.
4. Analyzing on a monthly basis projected expenditures including Personal Services and Assistance Payments.
5. Maintaining and updating cost center information, including budgets, in the Agency's accounting system.
6. Assisting cost center managers in managing their budgets.

- Cost Allocation and Analysis -

This section is responsible for the following:

1. Preparing, monitoring and controlling the Agency Cost Allocation Plan. This process includes the analysis and implementation of allocation procedures which most effectively utilize budgeted funds.
2. Agency financial reporting of Administrative and Assistance Payments expenditures for Agency programs.
3. Managing federal funds through the Federal Grant Awards and Letter of Credit systems. The section requests and controls

- all federal funds received through the Letter of Credit System.
4. Managing contracts with the State Health and Human Services Finance Commission: Social Services Block Grant, Direct Operations, Medicaid, and EPSDT Outreach Contracts.
 5. Acting as fiscal coordinator with representatives of all federal programs with regard to audits, technical reviews, etc.

Quality Control

The Division of Quality Control is responsible for testing (on a sample basis) economic assistance programs to evaluate the overall quality of these programs. This testing ascertains the state's adherence to federal regulations and determines that recipients receiving benefits meet eligibility requirements. The programs reviewed are Aid to Families with Dependent Children, Food Assistance, and Medicaid.

The division continues to complete specialized reviews, provide technical training, and compile specific reports as requested by agency management.

Treasurer

The Division of Treasurer is responsible for receipt, payment and accounting functions of the DSS State Office and the 46 county offices. It also has established the fiscal system required for these functions. The division has four major sections: Accounting and Control, Fiscal Grants Management, Payables, and Cash and Receivables Control.

- Accounting and Control Section -

The Accounting and Control Section controls fiscal data at entry into the fiscal system to ensure that its data elements are compatible with the agency's fiscal system. The section also monitors system output and is responsible for IV-D reconciliation. The fiscal records of the agency are kept and maintained by the Fiscal Control System. The units in this section are Accounting, Fiscal Control, and IV-D Reconciliation.

The Accounting Unit ensures that processed fiscal transactions meet department, state, and federal requirements. It also monitors and controls accountability in the fiscal records of all receipts, expenditures and transfers. Other duties are to monitor the State Appropriations Bill and directives of the Comptroller General and State Auditor's Office and to ensure that there are adequate state and federal funds available in accounts in order to process required transactions so that transfers can be recommended if the funds are not available.

Fiscal Control duties include the following: ensuring fiscal transactions are controlled and submitted as required by the Management Accounting and Control System; inspecting and balancing payment batches, including check remittance advices (payment records) generated by the area headed by the Executive Assistant for Information Systems, and recording batches, control and

mailing of contingent checks issued by the State Treasurer; and coordinating batch record keeping for various foster home parents and service payments with data processing for the 46 counties. This unit prepares and processes for mailing approximately 100,000 assistance and foster care program checks each fiscal year.

The IV-D Reconciliation Unit is responsible for the maintenance of fund balances and the reconciliation of child support system activity to the fiscal system.

- Fiscal Grants Management -

The Fiscal Grants Management Section of the Division of the Treasurer is responsible for fiscal management, reporting and control of all special grants, purchased social services, as well as child support distribution and inquiry. The function is responsible for the following activities:

- Reviewing and processing payment for approximately 425 contracted social services providers and 140 Child Care Feeding providers for a total amount of approximately \$29 million.
- The proposed Summer Child Care Feeding Program for approximately 40 sponsors in the amount of approximately \$3.5 million.
- Distributing approximately \$20 million in Child Support per year, for responding to approximately 15,700 telephone, written, and personal visit child support inquiries.
- Analyzing and reporting on expenditure trends and projections.
- Reviewing budgets for contracts and other grants.
- Reviewing field audits on contracts and other grants.
- Maintaining and reconciling accounting records regarding child support payments.

This section also works closely with the Fiscal Reporting Section of the Division of Budgeting Systems in controlling and gathering financial data for federal and state reporting purposes.

The Fiscal Grants Management Section is divided into three major units: the Fiscal Review and Analysis Unit, the Fiscal Records and Reporting Unit and Child Support Distribution and Inquiry Unit.

The Fiscal Review and Analysis Unit is responsible for the review of Block Grants, State, IV-D, IV-B, Refugee Resettlement, Commodities, IV-E, Child Care Feeding, Mondale, USDA-Workfare, Family Violence and other funded purchases of social service budget proposals, grants, contracts and amendments. The unit is also responsible for the multiple tasks of fiscal review of reimbursement requests and review of field audits on contracts. Fiscal analysis is performed to provide forecasts on spending predictions in addition to preparing various financial reports on the contracts.

The Fiscal Records and Reporting Unit is responsible for the following:

- Assigning of revenue, expenditures and fund account codes pertaining to contracted services.
- The initial set-up and maintenance of contracts for payment into the automated accounting system.
- Processing of payments.
- Maintaining and reconciling all transactions posted to the automated accounting system, and financial reporting on all programs.

The unit has responsibility for monthly reporting for the reimbursement of funds and review of audit reports for the Job Training Partnership Act. This unit is also responsible for the filing of reimbursement request for Title XIX Transportation funds.

The Child Support Distribution and Inquiry and Reporting Unit is responsible for and has established procedures to insure efficient and correct distribution and reporting of all child support funds collected. At the present time, approximately \$20 million is being distributed annually and this figure is expected to increase dramatically during the next fiscal year. This unit is also responsible for the following:

- Processing tax refund(s).
- Maintaining and reconciling all transactions posted to the automated accounting system for compiling information to complete quarterly and semi-annual reports.
- Investigating and answering any written inquiries involving child support.

- Payables Section -

The Payables Section of the Division of the Treasurer is responsible for financial management of controlling the processing of payment on agency payroll, assistance payment programs, invoices and related documents, administrative contracts, and cost reports in addition to coordinating collections, reconciling and forecasting, and reporting on financial matters. This section is responsible for unique fiscal matters related to handling the County Administrative Expense Program whereby county funds are used for providing facilities and acquiring new or improved buildings. The section is responsible for housing all agency expenditure files for access by appropriate agency personnel, and state and federal auditors, in addition to batching all agency vouchers for forwarding to the Comptroller General. The section provides on site fiscal technical assistance to all 46 county offices.

The Payables Section is divided into three major units: the County Expense Payables Unit, the Formula Grants Payable Unit and the Contingent Payables Unit.

The County Expense Payables Unit is responsible for control and processing of payments for expenses related to county facilities and miscellaneous administrative expenses. Distinct separation is maintained because of county funding and special

application of Federal Financial Participation (FFP) in expenditures authorized for payment by DSS or paid by county governing bodies. The unit is constantly involved with county DSS offices and county government officials to explain the make-up of the County Administrative Expense Program funding procedures. Special requests are made by the county government, county DSS offices, and the Commissioner for this unit to speak on fiscal related matters. The unit also processes payments for Direct Operations, Hospital Worker Contracts, JTPA, Indochinese Refugees, WIN child care, Work Support, and Project Fair rebates to county offices. This includes the billing of matching funds, deposits and transfers to account for pro-rata shares of state and local funds.

The Formula Grants Payable Unit is responsible for controlling and processing assistance payments for the following major programs: Aid to Families with Dependent Children (AFDC), AFDC-Unemployed Parent, Indigent Care Expanded Benefit, therapeutic foster homes, Adoption and Birth Parent Services, foster home, general assistance, Optional Supplement, Adult Protective Services, Refugee Resettlement, Homemaker Health Aid, Medical Payment for Handicapped Child, Child Support, Teen Companion, Work Support, Food Stamp Employment and Training, S.C. Employables Program Participant Payments, and purchase of treatment service in addition to miscellaneous payments. This unit also processes the agency's administrative payroll. Payments paid by this unit total over \$196,000,000 annually.

The Contingent Payables Unit is responsible for the verification, codification and processing of all agency bills and invoices other than those handled by County Expense Payables Unit, Formula Grants Payable Unit and Fiscal Grants Management Section. The unit reviews and processes general vendor payments, travel reimbursements, and caretaker services. It also coordinates the receipt of requisitions, purchase orders, receiving reports and invoices for payment. This unit maintains a vouchers filing area for all payables data. This unit is also responsible for all additions, changes, and deletions to the Agency System Reference File Listing (Vendor Listing), maintaining Agency Voucher File (approximately 50,000 vouchers annually), and batching these vouchers to be sent to the State Comptroller General's office for payment of all agency accounts payable.

- Cash and Receivable Control Section -

This section controls the receipt of cash, accounts receivable and child support revenue for clients, custodians, providers of services, contractors, vendors, and employees.

Revenue and collections are received by county DSS offices, county clerks of court and the State Office. The Cashier, Treasurer Division, maintains internal control over all cash receipts. All monies received are promptly deposited into the designated State Treasurer's bank account and then properly recorded into the Agency's Management Accounting and Control System (MACS) through data input. Additionally, monies received are recorded into the

State Treasurer's and State Comptroller General's fiscal records, Statewide Accounting and Reporting System (STARS), as prescribed and directed by the STARS Manual and related directives.

Accounts receivable, or debts due the agency, are recognized by local county offices, the Division of Audits, the Division of Investigation and other entities as prescribed in the "Accounts Receivable Policy and Procedures" (Chapter 7). These debts require formal input into the Agency Management Accounting and Control System (MACS). Periodic (monthly) reports concerning activity and balances for information and action are prepared and distributed. Requests for repayment terms are received and considered according to prescribed procedures then granted or denied in accordance with established criteria. However, any debt due the agency is expected to be promptly paid. Most of the receipts for FY 87-88 were payments on accounts receivable and child support obligations which are remitted on a daily basis. Volume and data management has resulted in planning and implementation of more on-line data input and information review (for example, Name and Address Profile, MACS-509), with additional utilization of a personal computer where practicable, as in Child Support Returned Checks.

The agency collection attorney requires feedback, as well as cooperation with program areas (for example Food Assistance and Public Assistance) to properly record collection attorney activity. Should collection efforts fail, then old accounts receivable will be written-off in accordance with agency policy consistent with federal regulations. Coordination with DSS county offices, other DSS divisions and state agencies is necessary in maintaining a system which controls cash and accounts receivable effectively with appropriate documentation of fiscal activity in these areas.

There have been planning meetings, procedure review and discussions related to the Client History Information Profile System (CHIPS) this fiscal year in anticipation of the full implementation of CHIPS in all DSS county offices during FY 88-89.

OFFICE OF DEPUTY COMMISSIONER FOR CHILDREN, FAMILY AND ADULT SERVICES

The Office of the Deputy Commissioner for Children, Family and Adult Services develops, provides and/or coordinates services which protect children, prevent abuse, neglect and exploitation, and maintain and support families. This office also provides and/or coordinates services which protect adults, improve self image, promote and maintain independent living and/or reduce institutionalization.

Executive Assistant for Children, Family and Adult Services

The Executive Assistant for Children, Family and Adult Services oversees the activities of the Divisions of Adult

Services, Child Protective and Preventive Services, Program Quality Assurance, Substitute Care, and Adoption and Birth Parent Services.

Adult Services

During FY 87-88, the Division of Adult Services continued to have responsibility for services to individuals aged 18 and older. The Division is responsible for program planning and policy development. In addition, consultation is provided to county DSS staff in order to enhance the uniform delivery of quality services.

- Adult Protective Services -

The purpose of Adult Protective Services is to protect individuals aged 18 and older, who are senile, developmentally disabled, mentally ill, or likewise incapacitated from abuse, neglect or exploitation. During this fiscal year, 4,970 adults received this service.

The Emergency Caretaker component of Adult Protective Services allows the Agency to immediately place a responsible adult in the home of the client to provide supervision and assistance. One hundred eighty-one adults in 27 counties were served by Emergency Caretakers this year. Shelter, medical care, food and clothing were provided for 81 clients in crisis situations in 29 counties by utilization of the Adult Protective Services Emergency Fund.

Efforts have been undertaken to educate the public concerning the South Carolina Adult Protection Law and Program. Workshops at local conferences, such as The Conference on Family Violence held in Columbia, have provided a forum to explain the services available to vulnerable, mistreated adults.

Two courses, "Focus on Adult Protective Services" and "Legal Issues Affecting the Elderly," were presented by Adult Services staff at the Summer School of Gerontology at Winthrop College,

Adult Protective Services received 3,107 new referrals for abuse, neglect or exploitation this fiscal year. Also county departments served as representative payee for 325 Adult Protective Services clients.

- Alternate Placement and Management -

The purpose of Alternate Placement and Management Services is to arrange safe, supportive, substitute placements in the community for adults unable to live independently. Post-placement counseling is provided, home studies are conducted, and assessments for nursing level of care are done. As required by Section 44-7-520 of the S.C. Code of Laws, 134 Plans of Care were developed and monitored on clients placed by the Agency in residential care facilities. During this fiscal year, 872 clients received Alternate Placement and Management Services. County departments served as representative payee for 30 Alternate Placement and Management clients.

- Battered Spouse Program -

State funds of \$690,000 were appropriated for the Battered Spouse Program for FY 87-88. Emergency shelter services for spouse abuse victims were funded in Aiken, Charleston, Greenville, Horry, Richland, Sumter and York counties. The number of adult victims receiving shelter from these programs was 839.

The Department of Social Services was designated as the administering agency for \$93,377.00 in federal Family Violence Prevention and Services Act funds. Contracts were awarded to enhance service to spouse abuse victims and to perpetrators in Aiken, Greenwood, Horry, Richland and Sumter counties. One new shelter program in Beaufort County was funded. A crisis intervention program was funded in Florence County.

The agency's films about spouse abuse were viewed by 350 persons, including church and civic groups, school and college students, parenting groups, alcohol and drug counselors, hospital emergency room staff, nursing students and DSS staff.

- Family Management Counseling -

Family Management Counseling Services are provided to individuals or families who require assistance in maintaining or improving their ability to manage their home, their finances and/or family relationships. The services include acting as payee for a client, providing counseling in handling limited financial resources, housekeeping and/or securing and maintaining employment. Supportive counseling in child rearing or other interpersonal relationships is also provided. Individuals receiving this service from DSS numbered 1,878 during FY 87-88. County departments served as representative payee for 168 Family Management Counseling clients.

- Homemaker Services -

Homemaker Services are major support services which provide assistance to families or individuals in overcoming specific barriers in maintaining, strengthening, and safeguarding their functioning in the home. This service is designed to improve the quality of life by assisting parents in becoming more effective by the development of positive parenting skills, and to help frail, ill and disabled adults live as independently as possible in order to prevent or delay institutionalization.

Clients eligible for Homemaker Services fall into one of the following target populations in order to receive Homemaker Services:

1. Clients receiving Protective Services for Adults or children in need of protection.
2. Frail, chronically ill or disabled clients who have not been determined to qualify for Medicaid sponsored skilled or intermediate nursing care with priority given to those who live alone with no support system or with another individual who is also incapable of self-care.

Statewide regional meetings were held with all Social Service Aides (Homemakers) to involve them in program and policy development.

In coordination with South Carolina Commission on Aging, five newly hired Social Service Aides were certified as Homemaker/Home Health Aides. This coordination will continue in FY 88-89.

The Department of Social Services delivered Homemaker Services to 3,909 clients during FY 87-88.

- Personal Care Aide Services -

The purpose of Personal Care Aide Services is to restore, maintain, and promote the health status of clients through the provision of the necessary services of support for activities of daily living, home support, medical monitoring and client transportation and/or escort services. Personal Care Aide Services are provided in accordance with 2176 Medicaid Waiver for Home and Community Based Services as specified by Title XIX of the Social Security Act.

Thirteen county DSS offices are currently providing Personal Care Aide Services. Regular county liaison visits were made to all counties participating in the program.

During FY 87-88 the Department of Social Services will be reimbursed \$473,703.00 for Personal Care Aide Services provided by 79 aides to 168 clients.

Child Protective and Preventive Services

The Division of Child Protective and Preventive Services (CPPS) enforces the South Carolina Child Protection Act (amended) of 1984 which defines the responsibilities of both the Division of CPPS and the local protective agencies.

- CPPS Responsibilities -

The division's responsibilities include the following:

1. Assigning and monitoring initial child protection responsibility through periodic review of services offered throughout the state.
2. Assisting in the diagnosis of known or suspected child abuse and neglect.
3. Coordinating referrals of known or suspected child abuse and neglect.
4. Measuring the effectiveness of existing child protection programs and facilitating research.
5. Planning and developing programs.
6. Establishing and monitoring a statewide central registry for child abuse and neglect.
7. Receiving and investigating reports of institutional abuse and neglect.
8. Providing community education.

9. Furnishing an annual report to the Governor and General Assembly.
10. Administering federal child abuse and neglect funds.

- Implementation of CPPS Responsibilities -

1. Program Reviews. During FY 87-88, the division completed program reviews in the following counties: Aiken, Bamberg, Calhoun, Cherokee, Clarendon, Fairfield, Georgetown, Hampton, Kershaw, Lee, Pickens, Richland, Saluda, Spartanburg, Union, and Williamsburg.
2. Consultation/Diagnosis of Child Abuse and Neglect. The State Office staffed and coordinated expert medical consultant services for approximately 64 cases and psychological services for 150 cases during FY 87-88.
3. Coordination of Child Abuse and Neglect Referrals. The division receives and disseminates intrastate and interstate referrals on families which have fled the jurisdiction of CPS agencies. The following alerts were processed from July 1, 1987 through June 30, 1988.

Total number of alerts.....	153
Number of South Carolina alerts.....	41
Number of out-of-state alerts.....	112
Number of children involved.....	308
Number of children found in-state.....	7
Number of children found out-of-state.....	6

4. Institutional Abuse and Neglect. Three consultants are assigned the responsibility of receiving and investigating all reports of institutional abuse and neglect. During FY 87-88, 122 reports were investigated. The reports involved 54 cases in public institutions and 68 in private institutions. The number of indicated cases was 38, with 84 cases being unfounded. Eleven cases were referred to law enforcement and/or the State Law Enforcement Division. Corrective Action Workshops were provided by the Institutional Abuse Unit to the following facilities:

- Carolina Children's Home
- Helping Hands of Aiken
- Helping Hands of Clemson
- Carolina Youth Development
- Orangeburg Boy's Attention Home
- New Beginning

5. Emergency Caretaker Services. Emergency Caretaker Services is a program designed to avoid the unnecessary out-of-home placements of children and to support treatment plans for families by the placement of a responsible adult in the home to provide supervision to families. Participation by families is voluntary. Ninety-five (95) families involving 210 children received this service during the fiscal year.

6. Day Care. Ninety-three (93) families received CPS Child Development Services as a treatment resource. Approximately 25% of the current placements involved two or more preschool children per family.
7. Staff Training. To assure the highest quality of service to abused and neglected children, staff conducted or attended the following training sessions:
 - a. The State Office staff and designated county staff conducted six (6) sessions of certification training for new CPS staff.
 - b. Statewide training has been given in every county to improve the functioning of Multidisciplinary Treatment Advisory Teams consisting of groups of community professionals who assist and advise in the treatment of individuals and families reported for abuse or neglect.
 - c. A physician under contract has trained DSS staff and medical professionals in the medical issues of child abuse and neglect, including the training of medical experts in different areas of the state to staff cases concerning disabled infants and physical and sexual abuse.
 - d. The State Office CPPS staff was much involved in the conducting of training workshops for a statewide conference conducted by the Social Work Department of Benedict College.
8. Community Education. State Office staff presented child abuse and neglect educational information to the following entities:
 - Beaufort County Child Care Workers
 - Beaufort County Concerned Citizens
 - Benedict College Social Work Department
 - Children's Trust Fund of South Carolina
 - Council on Child Abuse and Neglect
 - DSS Adoption and Birth Parent Services
 - DSS Foster Care Division
 - Edgefield County Treatment Advisory Teams (TAT)
 - Estill Elementary School
 - McCormick County Law Enforcement
 - One Church, One Child Association
 - Orangeburg Church Women United
 - Orangeburg County Child Care Workers
 - St. Peter's AME Church Parents
 - S. C. Child Protection Advisory Committee
 - Sumter YMCA Sexual Assault Committee
 - Timmerman School
 - University of South Carolina - Psychology Class
 - Wallace Family Life Center

9. Administration of Federal Funds. South Carolina was awarded \$222,238 as its portion of the Child Abuse and Neglect State Grant Funds administered by the National Center on Child Abuse and Neglect. The following projects were funded:

- a. Family Centered Services. Projects have been implemented in four (4) counties as preventive and therapeutic measure for families at risk for abuse and neglect.
- b. Early Reunification Projects (Project Family). Projects have been established in two (2) counties to minimize the length of time children spend in foster care and to enhance family living skills.
- c. Respite Day Care. Projects are operating in two (2) counties to provide emergency child care for families at risk for child abuse and neglect.
- d. The Child at Risk Field (CARF). A program of risk assessment covering all areas from intake to treatment, CARF, has been implemented in four (4) counties and has undergone evaluation prior to a proposal to implement the program statewide next year.
- e. The South Carolina Self-Reporting Sexual Abuse Project (Project Halt). This project was continued in six (6) counties with public awareness efforts to increase the intake of sexually abusive families who will self-report and seek treatment while being diverted from the criminal justice system.

- Program Evaluation Strategies -

The Department continues to utilize strategies to evaluate and enhance the effectiveness of the Child Protective and Preventive Services delivery system. The following strategies have been implemented or continued:

1. Procedures have been established for handling cases of child deaths in cooperation with the Child Fatalities Oversight Committee. A consultant has been hired in the State CPPS Office to review those cases which are the result of child abuse or neglect.
2. Revisions to the Central Registry have been completed. These modifications will enable the counties to enter suspected reports of child abuse and neglect. Statewide training is scheduled for June 1988 to facilitate and implement these changes.
3. Booklets to assist mandated reporters and others in recognizing child abuse and neglect have been created and published for and entitled "Educators," "Child Care Workers," and "The Clergy."
4. The quarterly statewide publication of an intra-agency newsletter "The Insider" has continued, giving CPPS staff and friends information of special interest to their work.

- County Responsibilities -

The responsibilities of the county protective services agencies include:

1. Receiving and investigating reports of suspected abuse and neglect.
2. Providing services to abused and neglected children and their families.
3. Communicating information to the Central Registry.
4. Notifying law enforcement where the facts in the case appear to indicate a violation of criminal law.
5. Notifying appropriate family courts of indicated cases of physical, mental or sexual abuse.
6. Seeking the cooperation and involvement of local public and private institutions, groups and programs concerned with child protection.
7. Promoting community education.

Several local Child Protective Services agencies are involved in some significant pilot projects. These counties and projects include:

1. Marlboro and Sumter Counties - Early Reunification Project.
2. Beaufort, Dillon, Lancaster and Orangeburg Counties - Family Centered Preventive Services.
3. Beaufort and Orangeburg Counties - Respite Day Care Project.
4. Florence, Horry, Marlboro, Marion, Richland and Spartanburg Counties - Sexual Abuse Self-Reporting Project.
5. Berkeley County Self Preservation Project.
6. Marlboro County - Wallace Family Life Center.
7. Charleston, Marlboro, Marion and Sumter Counties - Child At Risk Field (CARF).

- Implementation of County Responsibilities -

1. The following services are provided directly by the Department of Social Services in all counties:

Child Protective Services Intake. Assessment and Treatment. Emergency Caretaker. Homemaker Services. Emergency Financial Aid (varies from county to county). Transportation.

2. The following services are purchased by the Department under Social Services Block Grant contracts (availability of services varies from county to county):

Day Care. Alcohol and Drug Abuse Counseling Services. Transportation. Counseling Services. Socialization and Developmental Services for Children. Residential Therapeutic Services. Emergency Shelter Care.

Program Quality Assurance

The Division of Program Quality Assurance is responsible for coordinating a statewide program designed to assure that high quality services are provided to children, family and adult services' clients, licensing of foster care and day care facilities, monitoring budget expenditures and processing contracts for divisions within the Office of Children, Family and Adult Services (CFAS). The division's work requires daily interface and constant coordination with the other divisions in the Office of Children, Family and Adult Services.

- Licensing Unit -

The Department is mandated to issue permits of operation to child day care and residential child caring facilities. The Department's licensing unit coordinates and administers the issuance of these permits for the state of South Carolina. The unit also assists in facilitating activities related to Social Services Block Grant (SSBG) Direct Operation Child Development Programs.

During FY 87-88 the Licensing Unit became a part of the Division of Program Quality Assurance. As a component of the Program Quality Assurance Division, the licensing staff is responsible for providing technical assistance and consultation in the development of new child care facilities. The staff is also responsible for the monitoring of licensed residential child care and publicly-funded day care facilities throughout the state. Individual and group providers receive consultative and technical assistance in the proposed establishment of facilities.

The Licensing Unit coordinates with the county offices the recruiting, developing, training and licensing of foster family homes. The agency has 1,807 foster homes. Television public awareness and recruitment programs are utilized to recruit and train foster families. Foster parent training is mandatory for licensing and relicensing and is an ongoing process statewide.

The Department continues to provide services designed to promote the quality of life for children and their families through the operation of the Social Services Block Grant (SSBG) Child Development Direct Operation programs. The Direct Operation Programs are operating in four counties across the state (Charleston, Sumter, Colleton and Spartanburg), seeking to promote the physical, social, cognitive and emotional development of the children in order to maximize their total functional capabilities. They also set out to strengthen the family unit as well as the economic well-being of the family by enabling the primary caretaker to participate in training, school and employment.

As mandated by regulations, statute, and the regulatory process, the Department ensures minimum levels of protection and supervision of children in out-of-home child day care provided by the public and private sector.

During FY 87-88, the licensing unit licensed, registered and approved 4,616 facilities. This includes 327 Group Day Care homes; 1,060 family day care homes; 1,344 day care centers; 1,808

foster homes; and 77 group homes and child placing agencies. Also, three inservice foster parent training modules were developed and made available to the county departments during this year.

- Program Information Management -

The Program Information Management Unit has two major components: program reviews of children, family and adult services programs in the county offices and program information management. Program review procedures were revised substantially, and joint reviews, coordinated by the Division of Program Quality Assurance, are performed by all of the divisions in CFAS. The new procedures result in the development of a clearer assessment of each county's program and less disruption in the county offices during the review process. A trial version of an internal review procedure for use in the county department was developed and is being piloted in six counties.

Program information management is a goal-directed process through which clients receive needed services. Components include intake, eligibility determination, authorization and arrangement for service delivery, client advocacy, service monitoring, and the completion of client/service data information into the automated Human Services Reporting System.

Department staff in the county offices provide case management to clients receiving services from DSS and/or from 125 other agency programs in the state.

The Program Information Management Unit, operating under the auspices of the Division of Program Quality Assurance Division is responsible for administering statewide program information services for Social Services Block Grant (SSBG) services through contractual agreement with the Health and Human Services Finance Commission (HHSFC). Training, technical assistance and consultation is provided to department service staff and sub-contractors to ensure uniformity throughout the state. Additional responsibilities include monitoring, validation, and enhancement of Human Services Reporting System management reports to meet the needs of planning, fiscal and evaluation authorities.

Major accomplishments during FY 87-88 included the following:

1. Revision of the Case Management Policy and Procedure Manual for fiscal year changes.
2. Provision of Advanced Case Management Training to new county case management staff as a part of the University of South Carolina Human Services training.
3. Monitoring of Fee Schedule Pilot projects.
4. Validation of data reported in the Human Services Reporting System by identifying additional edits needed in the system and by monitoring reports for accuracy.
5. Monitoring of case management for purchased SSBG Services as a part of Quality Assurance Program Reviews conducted in the county offices.

- Contracts and Budget Unit -

The Contracts and Budget Unit monitors expenditures and makes recommendations regarding budget items. It is involved in the negotiation of contracts and processes payments to contracts.

Substitute Care

The Division of Substitute Care is responsible for the Foster Care Program, the Interstate Compact on the Placement of Children (Foster Care and Relative Matters) and licensing of child day care facilities, child-placing agencies and, foster homes.

- Foster Care -

The Foster Care Program is responsible for assuring that all children needing substitute care are provided the best placement planning to meet their needs, with the long-range goal of affording an appropriate permanent placement.

Whenever possible, return to the biological family is the primary objective for children in foster care. However, indicative of the agency's commitment to averting long-term foster care and ensuring permanency for children who cannot return to their biological parents, adoption has increasingly become a viable alternative. Permanency, whether through the biological family, adoption, or permanent foster care, has become the goal for children served by the Department of Social Services.

The Foster Care Unit interprets federal guidelines, develops policy, procedural and program standards, assures that policies are adhered to and provides technical assistance and policy interpretation to county program staff. Approval is currently required by the State Foster Care staff on all termination of parental rights' actions and permanent foster care requests. During the past fiscal year, the State Office staff approved permanent foster care for 64 cases and termination of parental rights in 142 cases (or for approximately 270 children.) In an effort to develop the most appropriate permanent placement plan for children, State Office and county office personnel staffed 317 cases.

The automated foster care tracking system remains operational on a statewide basis for all children in foster care. This system provides information for program management and evaluation at all levels in the area of substitute care, resources development and permanency planning. It provides general demographic data on children living in substitute situations as well as specific information on each child. This type of information aids staff in ensuring the development of permanent plans for each child in the Department's care.

Concurrent with permanency planning policy development and implementation, a statewide specialized training program for foster care workers continues as an ongoing commitment of the agency to upgrade and maintain staff competency levels. All direct delivery staff must initially complete certification training and be recertified on a regular basis in order to provide foster care services.

Indicative of the fact that children are no longer languishing in the foster care system is the fact that approximately 6315 children were served during the past fiscal year. This includes children who have been returned to their families and are being supervised as well as those children for whom permanent foster care is the permanent plan.

There were 33 children who received residential treatment through an out-of-state residential treatment resource during the past year. In conjunction with the Division of Program Planning and Quality Assurance, a contract was developed for twelve (12) slots with the Mentor Foster Home Program. In an effort to locate appropriate placement resources for foster children, the agency has worked closely with the Children's Case Resolution System. The State Office has also assisted county staff in the placement of approximately 150 children during the fiscal year.

An external comprehensive assessment of the Agency's foster care program was completed by the University of South Carolina in January, 1987. In March, 1987, an action plan was adopted by the agency's governing board. The plan outlined specific activities which are to be completed over a three (3) year period. Attention has been focused on the implementation of those actions designated to be completed within the first year.

- Interstate Compact on the Placement of Children -

The state is a member of the Interstate Compact on the Placement of Children (ICPC). The purpose of this legislation is to assure that appropriate children who are being placed in and outside of South Carolina receive a minimal level of care in a placement. The compact's requirements are as follows:

1. Each child requiring placement shall receive the maximum opportunity to be placed in a suitable environment and with persons or institutions having appropriate qualifications and facilities to provide a necessary and desirable degree and type of care.
2. The appropriate authorities in a state where a child is to be placed may have full opportunity to ascertain the circumstances of the proposed placement, thereby promoting full compliance with applicable requirements for the protection of the child.
3. The proper authorities of the state from which the placement is made may obtain the most complete information on the basis of which to evaluate a projected placement before it is made.
4. Appropriate jurisdictional arrangements for the care of children will be promoted.

Placements into South Carolina.....	221
Placements out of South Carolina.....	226
TOTAL.....	447

<u>Types of placement</u>	<u>In South Carolina</u>	<u>Out of South Carolina</u>
Parent.....	72	91
Relative.....	102	100
Foster Home.....	24	10
Group Home.....	4	8
Residential.....	4	14
Institution.....	0	0
Child Care.....	15	3
TOTAL	221	226

	<u>Male</u>	<u>Female</u>
Into South Carolina.....	105	101
Out of South Carolina...	116	125
TOTAL	221	226

Total number of requests for placement.....	813
Number of children returned to sending state.....	41
Number of children returned to South Carolina.....	24
Total number of placements denied by South Carolina.....	150
Total number of placements denied by sending state.....	136
Total number of requests sent by South Carolina.....	422
Total number of requests received by South Carolina.....	391

Adoption & Birth Parent Services Program

On July 1, 1987 the Division of Adoption and Birth Parent Services implemented a state administered, area based service delivery system. Offices were opened in six locations throughout the state to provide services to birth parents, children awaiting placement, families seeking children and all members of the adoption triad in need of information, support and counseling.

The goal of the Division of Adoption and Birth Parent Services is to provide counseling and support services for birth parents considering adoption and to establish a secure and nurturing home for each child for whom adoption is appropriate. The achievement of permanency for a child is viewed as the primary goal with the child as the primary client.

To achieve this goal, the following services are provided:

1. Recruitment and preparation of adoptive families.
2. Community education and advocacy.
3. Counseling with birth parents.
4. Preparation of children for adoptive placement.
5. Post-placement services to families.
6. Post-adoptive counseling for birth parents, adoptees, adoptive families.
7. Program development.
8. Training and consultation.

During FY 87-88, the Division of Adoption & Birth Parent Services was responsible for the placement of 353 children into

292 homes. Of that total, 352 children were placed by the Department of Social Services and 1 was placed by a provider agency. Included in the number of placements are 43 sibling groups, 183 "special needs" children and 142 school age children. Foster families adopted 179 of these children. Medical Subsidy was provided for 115 children. As of June 30, 1988, a total of 802 children were eligible for Supplemental Benefits and 288 children were eligible for Adoption Assistance. During FY 87-88, there were 142 white families and 123 minority families prepared and approved for placement.

The following chart identifies the children placed by age and race:

	White	Black	Bi-racial	Total
0-6 years	86	110	15	211
6-12 years	46	47	3	96
12 & older	27	19	0	46
TOTAL	159	176	18	353

The philosophy of the Division of Adoption and Birth Parent Services is that every child free for adoption or who can be freed will not be denied the opportunity to have a permanent family by reason of age, religion, race, ethnicity, residence, or handicaps. Thus, recruitment and community efforts are made to place every waiting child.

Continued emphasis has been placed on recruitment and preparation of minority families. The Department has committed resources to maintain the One Church, One Child program as an ongoing, integral part of its statewide recruitment effort following the end of federal funding. The Department was awarded a one year federal grant titled "Consortium to Increase Special Needs Adoptions" in October, 1987. This is the second year the grant has been awarded. The Consortium, which includes eight states besides South Carolina, is made up of states who are involved with major initiatives designed to improve special needs adoption programs in public agencies.

Staff continued to provide support and technical assistance to the South Carolina Council on Adoptable Children (COAC), and parents continued to be utilized in community education and training activities.

Post-placement services are essential to the success of adoptive placements. The primary purposes of post-placement services are to provide support and appropriate assistance to the family, to facilitate decision making and to assist with problem solving. During FY '87-88, post-placement services were provided to 553 families. A total of 206 adoptions were finalized in FY 87-88.

Post-legal services are provided to adoptees, birth families, and adoptive families. The Department received 303 requests for counseling and non-identifying information. The Adoption Reunion Register allows for the exchange of identifying information to adult adoptees and birth families under conditions prescribed by

law. In FY 87-88 the Reunion Register contained the names of 75 persons seeking a reunion.

Birth parent services are provided to birth parents who are uncertain about the permanent plan for a child and include counseling and help in locating community resources to meet health, housing and financial needs. In FY 87-88, 546 birth parents received services from the Department.

The Advisory Committee on Adoption continued to function in its advisory capacity. The Committee reported to the Department's Board that outstanding progress had been made in the implementation and operation of the area adoption program. An independent report released by the State Reorganization Commission and the Joint Legislative Committee on Children in April, 1988 confirmed that the implementation of the area adoption program has been successful and that the overall transition from a county to a state administered program has been smooth.

OFFICE OF DEPUTY COMMISSIONER FOR AUDITS, INVESTIGATIONS AND SUPPORT SERVICES

The Office of the Deputy Commissioner for Audits, Investigations and Support Services is responsible for management of all audits, investigations, volunteers services, the agency's vehicles, contracts and other support services. The major objective of this office is to ensure that the agency's programs and services are administered to eligible citizens in accordance with state and federal guidelines. Another objective is to ensure administrative and support services are provided in a cost effective manner most beneficial to the agency and the state.

Citizens and Community Resources

The Division of Citizen and Community Resources is responsible for coordinating agency needs with outside resources such as churches, businesses, civic and professional groups and individual volunteers. Other responsibilities include promoting partnerships between communities and local DSS offices and administering a statewide volunteer program. The division sets policy and procedures, trains staff in resource mobilization in their communities, implements new projects, administers special projects, maintains necessary reports and records and gives technical assistance to local DSS offices, other state agencies and local organizations and groups.

Special projects during FY 87-88 included the following:

1. The Seventh Annual Statewide Recognition Ceremony for volunteers and staff who worked to assist our clients in a variety of ways.
2. Implementation of a Child Restraint Seat Loaner Program in county offices, (3,600 seats have been distributed to county offices for use by DSS clients);

3. Board participation in Harvest Hope Food Bank, the Family Shelter and Senior Catering, all of which are involved in providing services to DSS clients.

This division is spearheading a coalition of emergency providers of services to the homeless and assisting the Food Assistance programs in identifying providers of meals to the homeless. It also serves the United Way of South Carolina in the distribution of Federal Emergency Management Funds for food and shelter emergency needs. This division participated in other shelter programs and the establishment of the South Carolina Coalition for the Homeless.

Vehicle Management

The Division of Vehicle Management is responsible for the Agency Vehicle Management Program and the operation of the State Office Pool. Vehicles in the State Office Pool are reserved and dispatched daily for use by State Office personnel traveling on official business. The vehicles in the county offices are used by county employees to provide services to agency clients.

During FY 87-88, leased vehicles in the State Office were driven 1,380,216 miles, leased vehicles in the county offices were driven 3,728,198 miles, and agency-owned vehicles used directly by DSS employees were driven 5155,318 miles. A total of 5,263,732 miles were driven by DSS employees.

In FY 87-88, the agency obtained 46 additional vehicles to be used in the county offices. State Office Vehicle Management, upon request, assisted state office and county office personnel in obtaining vehicles to meet special transportation needs.

In accordance with the Safety Program established by the State Budget and Control Board, the driving records of all DSS employees, volunteers, and contract personnel who drive state vehicles were screened. The National Safety Council's eight (8) hour Defensive Driving Course is now a part of the agency's training curriculum. The objective of this program is to increase employees' awareness of safe driving habits and to decrease the number of accidents in state vehicles.

Executive Assistant for Audits and Investigations

The Executive Assistant for Audits and Investigations is responsible for professional and independent audits, reviews, and investigations conducted in all areas within the Department of Social Services. This executive area consists of two divisions.

Internal Audits

The Division of Internal Audits (DOIA) is an appraisal function established to examine and evaluate activities and to maintain fiscal integrity as a service to the agency. The objective of the DOIA is to assist management in the effective discharge of

their responsibilities. To this end, the DOIA furnishes management with analyses, appraisals, recommendations, counsel, and information concerning the activities reviewed. The DOIA is responsible for reviews in the following areas:

1. Internal audits/reviews of agency operations.
2. Audits of purchase services contracts.
3. Audits of agency direct operations.
4. Establishing and maintaining a tracking system for audits.
5. County administered programs (Foster Care, Emergency Relief, Protective Services, Commodities, Project Fair).
6. County administrative costs.
7. Federal assistance programs.
8. Special requests.
9. Food Assistance Program audits of coupon inventories, issuance requirements, reporting and recordkeeping, reconciliation, and security and control.
10. Reviewing organization-wide audits received from agency subrecipients.

Investigations

The Division of Investigations is a support service of the Department. The primary responsibility of the division is to ensure the integrity of all programs administered by the agency by investigating complaints of recipient fraud, embezzlement, and employee fraud. Other responsibilities include the following:

1. Assistance in collection efforts by locating debtors who have become delinquent in payments of restitution resulting from fraud.
2. Providing periodic physical security reviews of food stamp facilities.
3. Training and certifying claims workers in investigative techniques.
4. Researches recipient benefit status for DSS county offices and other states' fraud units.
5. Serves as agency liaison with other law enforcement and regulatory agencies, in and out of state.

Executive Assistant for Support Services

The Executive Assistant for Support Services oversees the functions of two divisions: (1) Procurement and Property Management Control and (2) Support Services.

Procurement and Property Management Control

The Division of Procurement and Property Management Control provides the State Office, county offices, including satellite offices and day-care centers, with needed equipment, supplies and services. This division consists of three units: Purchasing, Contracts and Property Management.

Approximately 10,500 requisitions for payment were reviewed and submitted for payment. Requisitions for purchase totaled approximately 3,155 which resulted in 2,808 purchase orders and 315 being processed to General Services Supply Center. Supplies, services and equipment purchases totaled around \$12,000,000. Approximately 705 contracts including 100 amendments were issued with the total amount for contractual services amounting to \$27,295,400. The division continued to assist minority-owned businesses to participate in the procurement process of the state.

Control and accountability of fixed assets as well as data on leased office/warehouse space is maintained in the Property Management Unit. Equipment excesses sold through the General Services Surplus Property Division amounted to \$279,288. The addition of a new warehouse for Property Management to store excess equipment items has reduced the items disposed of because of the ability to have items reconditioned and redistributed at minimal cost to the agency in lieu of disposal and purchase of new items.

Support Services

The Division of Support Services consists of three units: Supply and Storage Center, Mail Room, and Facility Management. The division provides and coordinates a wide range of services for the agency. These services include, but are not limited to, supply and storage, mail, facility management, State Office building security, first aid, and State/County space planning.

- Supply and Storage Center -

The agency Supply and Storage Center located at 905 Garland Street in Columbia is responsible for maintaining an adequate amount of forms in stock, publications, and supplies to provide the State Office and county offices with necessary items. Forms were also stocked for HHSFC.

Forms and publications were provided to Medicaid and other providers upon request. Forms, publications, supplies, etc. were prepared daily for shipping by Inter-agency Mail Services, United Parcel Service, and Estes Express Lines. Items were transported to and from the DSS State Offices twice daily. Controlled forms were received and stored in the supply vault and issued upon receipt of authorized requests. DSS, state and federal memoranda, pamphlets, brochures, forms and publications were distributed to appropriate entities by the Supply Unit.

During FY 87-88 the following tasks were completed:

Total requisitions received.....	7,964
Total supply items shipped	376,279
Total forms shipped	19,021,593
Total publications shipped.....	125,375
Total packages and boxes shipped...	82,421
Total packages and boxes received..	148,640

- Mail Room -

The Agency Mail Room is divided into two sections: Incoming/Internal and Outgoing. The Incoming/Internal Section is responsible for the sorting and delivery of all mail delivered to the Department by the U.S. Postal Service. Incoming/Internal also sorts and distributes all mail generated within the State Office.

The Outgoing Section is responsible for the proper preparation and disposition of all mail being sent from the State Office using both the U.S. Postal Service and the Division of General Services Courier Services. The Outgoing Section is also responsible for the Insert Room and the presort mail activities. During FY 87-88 the Mail Room spent \$732,215.00 on postage and courier services and processed approximately 10,000,000 pieces of incoming, outgoing and internal mail. Also, during this fiscal year 3,123,969 pieces of mail were presorted which resulted in a savings of \$106,371.14 in postage cost.

- Facility Management -

During FY 87-88, the Facility Management Unit, upon request, continued to develop floor plans for construction and/or renovation of thirteen county offices and to provide office space planning to State Office personnel. Plans were developed in FY 86-87 for construction of four Adoption Centers statewide. The Centers were constructed and occupied this fiscal year. Other activities of the Facility Management Unit consisted of the following:

1. Plans for upfitting space for Quality Control in two outstationed offices and one for Child Support;
2. Plans for the CHIPS training center at Middleburg Mall in Columbia; this center has now been occupied.
3. The master plan for a new 68,000 square feet building to be occupied by the Office of Self-Sufficiency in Columbia and an intergenerational Day Care Center in Orangeburg for the Governor's Office.
4. Fire exit plans for three county offices.

The Facility Management Unit continued working closely with state and county offices and other governmental agencies to ensure compliance with state and federal building regulations concerning fire and life safety of employees and clients, security of controlled documents and data, and barrier free regulations for the handicapped. Eight new and/or renovated county office buildings were constructed and occupied during this fiscal year.

**OFFICE OF DEPUTY COMMISSIONER FOR
PLANNING, MANAGEMENT, AND RESEARCH**

The Office of the Deputy Commissioner for Planning, Management and Research has responsibilities that include County Liaison to coordinate activities that are directly related to internal and external operations of the counties. The liaison function also

includes representing the Commissioner regarding activities of other human services agencies, the Governor's Office, and community organizations. The office oversees the activities of the Division of Individual and Provider Rights. The Division of Planning and Research is responsible for developing short- and long-range planning models for the agency. The Division of Management Consulting has the overall responsibility to assist agency managers with the agency mission of delivering human and economic services throughout the state.

- The Institute on Poverty and Deprivation -

The Institute on Poverty and Deprivation is an interdisciplinary center for the study of poverty in the state and the dissemination of information on the nature, extent and impact of economic and other forms of deprivation. Founded in 1984, the Institute is operated in conjunction with the College of Social Work, University of South Carolina. Its Advisory Committee includes appointees from each of the state agencies which are a part of the South Carolina Health and Human Services Coordinating Council and a number of other agencies and institutions.

During the current year the Institute held its Fourth Conference on "Shelter Needs and Housing Conditions of the Poor in South Carolina." National and state authorities on housing led participants in an examination of current conditions, housing programs, and policy options. Participants, led by executives of housing authorities throughout the state, requested the Institute to develop a statewide Low Income Housing Coalition. A Steering Committee for the coalition was developed and has planned the First General Meeting of the S.C. Low Income Housing Coalition for October 1988.

The Institute has also maintained an Interagency Task Force on Hunger and Nutrition. The Task Force held six public hearings on hunger and undernutrition across the state and contributed information to the legislature concerning the proposed S.C. Interagency Coordinating Council on Hunger and Nutrition which was created by the General Assembly this year.

A number of policy analysis and research activities of the Institute led to the development of a proposal to study the impact of resort development on the poor. Funded for an initial six-month period through the Aspen Institute's Rural Economic Policy Program, the S.C. Resort Impact Resources Initiative will identify policy options and programs of mutual interest to the indigenous residents of the areas and the development concerns.

The Institute also provides a resource center with reference, periodical and special study sections. Information can be secured from the center upon request and the materials are available for individual research.

Individual and Provider Rights

The Division of Individual and Provider Rights is responsible for the statewide coordination of client and provider appeals,

Title VI of the Civil Rights Act, Section 504 of Title V of the Rehabilitation Act, and the Age Discrimination Act of 1975 (excluding employment). The Division of Individual and Provider Rights consists of the Appeals Unit and the Civil Rights Unit.

- Appeals Unit -

The Appeals Unit reviews client, licensee and provider appeals of Agency decisions, conducts impartial administrative hearings, and prepares recommendations in accordance with state and federal laws and regulation R114-35.1 effective June 13, 1978.

During FY 87-88, the Appeals Unit reviewed 1,156 appeals and conducted 577 administrative hearings around the state. The Appeals Unit participated in training and developing the intensified efforts to process administrative fraud claims. A total of 1,270 administrative consent agreements were processed along with 62 administrative fraud hearings.

- Civil Rights Unit -

The Civil Rights Unit is responsible for the administration of planning and developing policies and procedures for monitoring and reviewing DSS vendors and County Departments to ensure that they are in compliance with Civil Rights Statutes on a continuing basis statewide.

Other areas of responsibility are investigation and corrective action, and technical guidance and assistance.

During FY 87-88, the Civil Rights Unit reviewed 349 providers and County Departments of Social Services for compliance with state and federal civil rights laws and regulations statewide. The percentage of facilities in compliance or pending statewide include:

Child Caring Facilities

Reviewed - 31

Compliance - % of State Total - 100%

Child Day Care Facilities

Reviewed - 54

Compliance % of State Total - 74%

Pending - % of State Total - 26%

Community Residential Care Facilities

Reviewed - 233

Compliance - % of State Total - 73%

Pending - % of State Total - 27%

County Departments of Social Services

Reviewed - 31

Compliance - % of State Total - 100%

- Accomplishments -

The Civil Rights Unit and Division of Food Assistance in cooperation with the Division of Staff Development and Training developed a Civil Rights Training Package for County Departments of Social Services. It includes a video; copies of South Carolina Department of Social Services Brochure Numbers 2403, Age Discrimination, 2404, Civil Rights Act '64, 2424, Non-Discriminatory Practices South Carolina Regulation 114-1-90, and 2425, Section 504 Rehabilitation Act '73 and a copy of DSS-2601, Civil Rights Compliant Form. Each County Office has a package and is to be kept in the County Office.

The employees of the county offices will receive Civil Rights training (human services, economic services, administrative and clerical) on an ongoing basis. They will view the tape at least annually, know how to obtain brochures and compliant forms and apprise clients of their rights under State and Federal Civil Rights Statutes.

A DSS-1019, Training Record, will be kept in the Division of Staff Development and Training listing each employee who sees this tape. It is important that the Agency update and maintain these records as documentation for State and Federal reviews.

The unit is in the process of having the Civil Rights Brochures translated in the Spanish and Cambodian Languages in order to effectively reach them in their own language.

The Unit devised a Certificate of Compliance to be awarded to each vendor of the Agency and each County Department of Social Services when they comply with State and Federal Civil Rights Statutes. The Unit also devised a new format for reporting the Quarterly Civil Rights Unit Statistical Reports. The new format provides an overview of the proportion of each vendor/provider and each County Department of Social Services compliance and/or pending status on a statewide basis.

- Complaints -

Eleven (11) complaints were received by the Civil Rights Unit. The investigations and findings of the alleged complaints disclosed no unlawful discriminatory practices by the County Departments of Social Services on the basis of race, color, national origin, qualified handicapped individual or age. The nature of the alleged complaints were related to program eligibility requirements and policies and procedures.

Nature of Complaints

AFDC Assistance	Housing
Food Stamp Assistance	Medical Services
Homemaker Services	Mistreated

If the clients/applicants are not satisfied with the Unit investigations and findings, they may request a fair hearing in accordance with the Fair Hearing Regulations of the agency.

Planning and Research

The Division of Planning and Research is responsible for short- and long-range planning to support the accomplishment of Department goals; for providing research, statistical and analytical resources throughout the agency; and for coordinating emergency welfare services. Planning efforts include the identification of data needs, development of methods to respond to internal and external reporting requirements, provision of technical assistance to state and county office staff on new projects and initiatives, and consultation on the implementation and evaluation of action plans. The Research and Analysis Unit of the division provides research, statistical and management reports. It also administers time reporting methodologies used in the cost allocation and budgeting process. The Emergency Welfare Planners coordinate with state and federal agencies to develop state level plans and procedures and to provide support to county offices in the event of a disaster.

- Planning -

During FY 87-88, the Planning Unit emphasized the continued development of a coordinated service planning model, which included four phases: needs and resources assessment, policy planning, operational planning/service programming, and program management and control.

Major accomplishments of the unit included:

1. Production of the Commissioner's Directive.
2. Initiation of a process to develop county specific operational plans.
3. Collection and analysis of demographic and service demand data to enhance local office planning efforts.
4. The coordination of action plans for major program and management initiatives to be undertaken in FY 87-88.
5. Development of a summary report that brought to closure recommendations of the Legislative Audit Council.
6. Development of a summary report of accomplishments related to the Information Resources Management Report.
7. Expansion of the division's role in the development and implementation of program evaluation and special program studies.
8. Completing a major needs assessment study as part of the agency's comprehensive plan development process.

Throughout the year planners have provided staff support to DSS special projects and committees and have represented the Department's planning perspective on various activities of the State Reorganization Commission and the Health and Human Services Finance Commission.

- Emergency Welfare Service Planning -

The Emergency Welfare Service (EWS) Planners assisted county directors to coordinate, develop, and exercise EWS plans and

procedures; and coordinated with state and federal agencies to develop state level plans and procedures to provide support to county offices in the event of a disaster. They developed and administered an EWS training program for county and state staff to ensure agency readiness for disaster response.

Major activities of EWS included:

1. Coordinated support for the EWS operations of five counties affected by snow and ice storms during January 1988. Thirteen shelters were opened with a total of 1,215 motorists sheltered.
2. Provided planning assistance as required for the directors of 19 counties affected by disaster response exercises involving the H.B. Robinson, Oconee, Catawba, and Vogtle nuclear facilities as well as the Santee Cooper Dam.
3. Provided annual Individual and Family Grant (IFG) Program training for county directors and selected staff.
4. Visited 15 county offices to assist directors in coordinative meetings with EWS member agencies, such as the American Red Cross, Salvation Army, school districts, etc.
5. Reviewed 46 annual updates of county EWS Plan (Annex K); accomplished an annual review and update of Annex K to the South Carolina Comprehensive Emergency Preparedness Plan, Section C of the South Carolina Operational Radiological Emergency Response Plan and an annual update of the Individual and Family Grant Administrative Plan.
6. Developed and published the South Carolina Emergency Repatriation Plan. This plan provides for the care of U.S. citizens evacuated from a foreign country to South Carolina points of entry during a crisis.

- Research and Analysis -

The Research and Analysis Unit compiled and edited data produced within the agency in order to file regular and periodic statistical reports with the federal government. The unit produced the monthly publication, Statistics, which contains information on caseloads, recipients, and payments for economic services, human services and medical assistance programs.

The unit administered an ongoing random moment time study to selected county human and economic services personnel and a time analysis study to designated State Office personnel. The results of these studies were used by the Budgeting Systems Unit in the agency's cost allocation plan.

The unit also provided technical assistance with research design, statistical methods, and evaluation and assessment methods to other agency units. In addition, an historical file of program data is maintained in order to address numerous requests for statistical information.

Additional initiatives during FY 87-88 included the updating and ongoing analysis of county staffing needs for human and economic services; the development of client characteristic

profiles for the agency's AFDC, Food Stamp and MAO populations; and assisting in the analysis/evaluation of the Teen Companion/Project Free Enterprise and Key Informant Survey Projects.

Executive Assistant for Management Consulting

The Executive Assistant for Management Consulting has the overall responsibility to assist the Department managers with their mission of delivering human and economic services throughout the state. Management Consulting (working within the Deputy Commissioner's Office of Planning, Management and Research) works directly with the Commissioner, other deputy commissioners, executive assistants, division directors and county directors to help define and solve specific management problems. These management problems involve the organization, planning, direction, control and operation of the agency. Management Consulting's ultimate goal is to eliminate or reduce administrative/management problems.

The Executive Assistant provides leadership and administrative expertise to the Management Consulting staff as they facilitate the statewide management of human and economic services. He provides guidance and direction for the Management Consulting staff in their efforts to review and improve the administrative management process in the DSS county offices. The Executive Assistant supervises the Administrative Assistant in regard to the daily organization and operation of Management Consulting. He directs the Management Consultants in the assessment of county office management and administrative activities. He also directs them in resolving any problems identified as a result of administrative and/or management assessments.

- Management Consultants -

Management Consultants coordinate and monitor the administrative management process for county departments and state agency divisions to ensure the effective, efficient and equitable administration of the Human, Economic, Self-Sufficiency, Children, Family and Adult Services programs. They also perform operational assessments of the delivery of social services in county departments to ensure that they are being delivered in the most efficacious manner as directed by applicable laws, regulations, and roles of the state and federal governments. Management Consultants conduct Administrative Certification Reviews in selected counties and state offices each fiscal year. They perform special assignments and develop administrative management proposals.

- Support Staff -

The Administrative Assistant plans and performs complex administrative activities for Management Consulting, actively participating in the planning and preparation of budget and administrative reports. The Administrative Assistant coordinates

all major office functions which include, but are not limited to, the following: acting as liaison with the Office of Personnel for policy and procedures; recommending/formulating revised procedures and/or regulations and facilitating communication between Management Consulting and other governmental entities, public officials, agencies, departments or interested citizens. With the assistance of the Administrative Specialist, the Administrative Assistant coordinates the preparation of management records, reports and inventory controls; the purchasing of office supplies and equipment; and the maintenance of office files and manuals.

- Accomplishments for FY 1987-88 -

1. Administered 14 County and two State Office Administrative Certification Reviews.
2. Designed the Coordinated Internal Review System (CIRS).
3. Piloted CIRS in Clarendon County DSS.
4. Conducted 138 County DSS Management Consultation visits at the request of County Directors and/or County Board Chairpersons.
5. Administered 9 Ninety-Day Follow-Up Reviews to the Administrative Certification Reviews.
6. Completed two major special and confidential assignments referred by the Commissioner.
7. Established, through the Administrative Certification Review process, Internal Operations Manuals (Three-Year Plans) in 44 county and eight state offices.
8. Assisted in designing the County Board Policy.
9. As of June 30, 1988, accomplished all of the goals established in the 1985 Management Consulting's Three-Year Plan.
10. Resubmitted three major proposals developed in FY 1986-87 for the Commissioner's consultation:
 - Proposal for Winthrop Colleges Social Work Advisory Committee.
 - Utilization of Welfare Recipients for School Bus Drivers.
 - Management Training for County and State Office Directors.
11. Completed a draft, to be presented in FY 1988-89, of the Administrative Standards for County/State DSS Offices.
12. Trained participants for the Administrative Certification Reviews.
 - Trained participants for CIRS Pilot in Clarendon County DSS and also future CIRS Team Members.
13. Designed a Three-Year Plan for CIRS Reviews (June 1988).
14. Developed a Management Resource Library for DSS management staff.
15. Conducted County Board Training Sessions at the request of County Directors/County Board Chairpersons.
16. Finalized the Management Consulting's Consultation Model.
17. Training activities accomplished by Management Consulting staff at workshops and/or meetings:
 - Planning Committee and Black Family Summit Meetings.

- Association of Governmental Officers Meetings.
- Certified Professional Secretaries Training.

- Summary -

Management Consulting is organized around a county assignment concept, with the flexibility of conducting Administrative Certification Reviews and making consultation visits at the county and state levels; working on special assignments; and writing proposals in the area of management improvement for the agency.

In addition to the above, the Management Consultants spend a great deal of their time in the field making ninety-day follow-up visits and reports to the Administrative Certification Reviews and consulting with County Boards and community agencies. In the State Office, they also make ninety-day follow-up visits and reports to the Administrative Certification Reviews in addition to collateral agency contacts.

This year's experiences and activities have continued to be a highly enlightening and unique learning process for the Management Consulting staff.

TABLE 1
APPLICATIONS FOR ASSISTANCE
RECEIVED DURING FISCAL YEAR 1987-88, BY CATEGORY

County	AFDC ^{1/}		Food Stamps	Medical Assistance Only	
	Basic	UP		Except Nursing Homes	Nursing Homes
State	28,432	942	179,050	24,971	3,442
Abbeville	148	7	1,697	145	23
Aiken	1,335	24	6,213	991	103
Allendale	173	11	1,468	109	31
Anderson	1,020	75	5,232	713	153
Bamberg	218	10	1,780	142	21
Barnwell	171	9	1,865	213	28
Beaufort	616	20	4,031	503	29
Berkeley	737	16	4,003	373	59
Calhoun	148	8	873	79	17
Charleston	2,852	69	17,446	3,022	312
Cherokee	405	4	2,228	417	86
Chester	284	13	1,836	259	24
Chesterfield	320	23	2,833	338	39
Clarendon	385	33	4,268	418	19
Colleton	468	5	3,240	471	49
Darlington	685	55	4,855	609	70
Dillon	348	33	3,442	359	45
Dorchester	458	11	3,057	313	73
Edgefield	223	5	1,036	157	15
Fairfield	157	5	1,502	167	25
Florence	1,143	56	7,919	1,064	132
Georgetown	857	37	1,919	397	20
Greenville	2,190	30	8,912	1,965	328
Greenwood	419	11	3,603	495	104
Hampton	273	10	1,715	214	12
Horry	1,207	13	7,928	1,008	89
Jasper	237	4	1,194	140	11
Kershaw	457	2	2,383	455	63
Lancaster	458	13	2,766	475	56
Laurens	518	3	2,808	491	60
Lee	225	29	2,728	244	13
Lexington	701	29	3,745	851	162
McCormick	104	-	685	59	5
Marion	433	2	3,145	328	35
Marlboro	450	48	3,167	237	46
Newberry	167	10	2,717	171	54
Oconee	259	11	1,970	307	62
Orangeburg	991	24	8,016	661	98
Pickens	358	16	2,533	406	90
Richland	1,611	39	10,109	917	237
Saluda	138	1	1,130	233	20
Spartanburg	1,515	26	7,448	1,313	210
Sumter	848	74	6,522	922	113
Union	218	6	1,678	179	62
Williamsburg	535	3	5,410	278	19
York	969	9	3,995	1,363	120

^{1/} Does not include AFDC Foster Home Care Applications.

TABLE 2
APPLICATIONS FOR ASSISTANCE
APPROVED DURING FISCAL YEAR 1987-88, BY CATEGORY 1/

County	AFDC <u>2/</u>		Food Stamps	Medical Assistance Only	
	Basic	UP		Except Nursing Homes	Nursing Homes
State	15,101	304	140,580	12,798	1,884
Abbeville	102	4	2,182	89	19
Aiken	386	7	4,753	303	55
Allendale	139	7	1,209	58	13
Anderson	412	14	4,133	402	55
Bamberg	148	6	1,799	81	6
Barnwell	150	6	1,726	169	24
Beaufort	383	8	2,844	279	12
Berkeley	344	1	3,780	168	24
Calhoun	74	2	2,484	43	4
Charleston	908	2	8,693	933	108
Cherokee	222	-	1,826	244	37
Chester	234	9	1,514	175	24
Chesterfield	226	12	2,314	184	26
Clarendon	221	12	3,831	216	11
Colleton	323	4	2,526	225	25
Darlington	496	21	3,548	328	44
Dillon	276	21	2,684	227	22
Dorchester	336	6	2,513	188	45
Edgefield	138	-	780	78	11
Fairfield	93	2	1,338	87	18
Florence	872	24	6,836	571	91
Georgetown	319	7	1,120	208	12
Greenville	1,065	4	6,520	1,056	185
Greenwood	254	4	3,080	287	58
Hampton	165	4	1,210	104	5
Horry	748	8	6,471	585	38
Jasper	147	-	1,140	85	10
Kershaw	136	1	1,715	182	24
Lancaster	309	5	1,523	261	34
Laurens	302	2	2,366	288	54
Lee	173	9	2,218	183	8
Lexington	453	10	2,851	369	87
McCormick	62	-	542	42	3
Marion	271	1	2,762	209	13
Marlboro	347	25	2,655	171	21
Newberry	138	7	2,526	140	32
Oconee	144	3	1,594	178	37
Orangeburg	718	8	7,003	440	58
Pickens	202	6	1,749	290	50
Richland	467	4	7,993	384	146
Saluda	76	-	797	131	9
Spartanburg	773	6	5,509	737	140
Sumter	463	16	5,763	435	63
Union	159	1	1,324	124	33
Williamsburg	353	3	4,136	243	11
York	374	2	2,700	618	79

1/ Includes approvals carried over from prior year.

2/ Does not include AFDC Foster Home Care Applications.

TABLE 3
APPLICATIONS FOR ASSISTANCE
DENIED DURING FISCAL YEAR 1987-88, BY CATEGORY 1/

County	AFDC <u>2/</u>		Food Stamps	Medical Assistance Only	
	Basic	UP		Excludes Homes	Nursing Homes
State	13,148	658	36,304	10,657	1,590
Abbeville	44	5	296	50	6
Aiken	882	17	1,385	501	54
Allendale	33	4	195	49	19
Anderson	621	62	1,270	235	82
Bamberg	75	2	145	43	11
Barnwell	30	3	165	41	5
Beaufort	197	16	244	182	19
Berkeley	394	13	1,093	168	29
Calhoun	72	5	243	37	12
Charleston	1,922	71	5,614	1,867	177
Cherokee	174	5	485	158	44
Chester	48	2	344	73	-
Chesterfield	83	12	334	137	14
Clarendon	161	23	465	163	9
Colleton	141	1	725	218	33
Darlington	194	35	612	261	29
Dillon	75	10	364	121	26
Dorchester	126	6	916	112	25
Edgefield	97	5	204	78	8
Fairfield	68	3	93	67	7
Florence	317	35	919	436	49
Georgetown	516	29	791	165	7
Greenville	1,115	26	2,460	843	149
Greenwood	156	11	518	209	45
Hampton	93	6	252	93	1
Horry	423	5	1,613	380	43
Jasper	82	4	282	55	3
Kershaw	351	1	691	265	39
Lancaster	136	8	413	194	20
Laurens	218	3	760	180	18
Lee	58	20	284	58	5
Lexington	282	23	1,067	416	88
McCormick	43	-	151	21	5
Marion	161	1	317	118	22
Marlboro	105	22	494	64	29
Newberry	37	3	175	31	22
Oconee	107	9	424	126	25
Orangeburg	286	10	1,398	215	40
Pickens	140	10	492	94	36
Richland	1,193	35	2,466	369	98
Saluda	67	1	337	102	10
Spartanburg	730	20	1,905	511	96
Sumter	346	61	1,058	379	42
Union	69	5	339	41	35
Williamsburg	125	-	428	37	8
York	555	10	1,078	694	46

1/ Includes denials carried over from prior year.

2/ Does not include AFDC Foster Home Care Applications.

TABLE 4
AFDC AVERAGE CASES, CHILDREN AND RECIPIENTS PER MONTH,
TOTAL PAYMENTS TO CASES, BY COUNTY, FY 1987-88 1/

County	Average Per Month			Total
	Cases	Children	Total Recipients	Payments to Cases <u>2/</u>
State	42,164	84,890	120,260	\$92,435,603
Abbeville	310	599	861	679,820
Aiken	947	1,989	2,778	2,121,488
Allendale	533	1,104	1,547	1,181,530
Anderson	1,023	2,019	2,901	2,217,276
Bamberg	532	1,078	1,516	1,193,705
Barnwell	490	1,047	1,465	1,117,156
Beaufort	968	1,855	2,599	2,024,942
Berkeley	1,017	1,990	2,822	2,205,671
Calhoun	235	434	609	487,567
Charleston	3,442	7,274	10,160	7,746,217
Cherokee	508	1,022	1,467	1,135,039
Chester	568	1,133	1,648	1,270,841
Chesterfield	577	1,174	1,660	1,275,808
Clarendon	1,017	1,907	2,800	2,172,468
Colleton	878	1,679	2,356	1,856,775
Darlington	1,390	2,821	4,027	3,073,621
Dillon	904	1,906	2,703	2,054,118
Dorchester	845	1,546	2,258	1,792,461
Edgefield	281	618	869	655,736
Fairfield	419	870	1,201	913,272
Florence	2,443	4,909	7,019	5,354,244
Georgetown	733	1,583	2,167	1,606,573
Greenville	2,215	4,321	6,172	4,778,331
Greenwood	634	1,228	1,796	1,371,367
Hampton	463	1,004	1,387	1,036,333
Horry	1,520	3,094	4,454	3,277,822
Jasper	342	692	954	708,310
Kershaw	363	691	983	770,708
Lancaster	678	1,388	1,960	1,508,561
Laurens	655	1,277	1,842	1,429,743
Lee	641	1,299	1,821	1,407,215
Lexington	745	1,422	2,072	1,583,040
McCormick	168	312	450	354,138
Marion	824	1,696	2,383	1,830,938
Marlboro	710	1,392	1,997	1,545,135
Newberry	412	858	1,196	912,790
Oconee	194	390	552	424,661
Orangeburg	2,493	5,013	7,090	5,460,483
Pickens	355	656	957	732,817
Richland	2,428	5,055	7,009	5,385,841
Saluda	145	285	402	321,694
Spartanburg	1,657	3,324	4,703	3,671,191
Sumter	1,991	3,885	5,569	4,347,515
Union	431	808	1,185	945,275
Williamsburg	1,142	2,411	3,304	2,511,066
York	898	1,835	2,593	1,984,301

1/ Components may not add to totals due to rounding. Breakdown between AFDC-Basic and AFDC-UP may be found on Table 5.

2/ Does not include supplemental and retroactive payments in the amount of \$2,845,796 and recoupments of \$604,327.

TABLE 5
AFDC AVERAGE CASES, CHILDREN AND RECIPIENTS PER MONTH,
TOTAL PAYMENTS TO CASES, BY CATEGORY, BY COUNTY, FY 1987-88 1/

County	AFDC-BASIC Average Per Month				AFDC-Unemployed Parent Average Per Month			
	Cases	Children	Total Recipients	Total Payments to Cases <u>2/</u>	Cases	Children	Total Recipients	Total Payments to Cases <u>3/</u>
State	41,764	83,761	118,332	\$91,274,465	400	1,129	1,928	\$1,161,138
Abbeville	305	591	844	667,897	5	8	17	11,923
Aiken	937	1,961	2,729	2,094,790	10	28	49	26,698
Allendale	526	1,083	1,513	1,162,606	7	21	34	18,924
Anderson	1,009	1,983	2,838	2,178,628	14	36	63	38,648
Bamberg	526	1,064	1,489	1,178,140	6	14	27	15,565
Barnwell	483	1,029	1,433	1,096,232	7	18	32	20,924
Beaufort	961	1,836	2,566	2,002,511	7	19	33	22,431
Berkeley	1,013	1,970	2,794	2,188,922	4	20	28	16,749
Calhoun	231	426	593	476,801	4	8	16	10,766
Charleston	3,436	7,260	10,134	7,731,107	6	14	26	15,110
Cherokee	506	1,018	1,459	1,130,194	2	4	8	4,845
Chester	561	1,113	1,613	1,248,496	7	20	35	22,345
Chesterfield	563	1,135	1,594	1,235,703	14	39	66	40,105
Clarendon	999	1,868	2,725	2,125,718	18	39	75	46,750
Colleton	875	1,670	2,341	1,848,168	3	9	15	8,607
Darlington	1,366	2,759	3,916	3,006,248	24	62	111	67,373
Dillon	887	1,855	2,618	2,005,224	17	51	85	48,894
Dorchester	835	1,521	2,213	1,764,032	10	25	45	28,429
Edgefield	280	611	860	650,396	1	7	9	5,340
Fairfield	414	860	1,185	900,649	5	10	16	12,623
Florence	2,404	4,795	6,827	5,232,048	39	114	192	122,196
Georgetown	717	1,528	2,080	1,557,602	16	55	87	48,971
Greenville	2,211	4,306	6,149	4,769,322	4	15	23	9,009
Greenwood	625	1,204	1,755	1,347,100	9	24	41	24,267
Hampton	460	996	1,372	1,026,652	3	8	15	9,681
Horry	1,505	3,048	4,377	3,234,371	15	46	77	43,451
Jasper	342	692	954	708,310	-	-	-	-
Kershaw	360	686	973	763,407	3	5	10	7,301
Lancaster	672	1,374	1,935	1,492,208	6	14	25	16,353
Laurens	649	1,267	1,821	1,415,968	6	10	21	13,775
Lee	626	1,240	1,733	1,353,783	15	59	88	53,432
Lexington	736	1,397	2,028	1,559,476	9	25	44	23,564
McCormick	167	311	448	353,383	1	1	2	755
Marion	822	1,689	2,372	1,824,009	2	7	11	6,929
Marlboro	687	1,336	1,895	1,479,945	23	56	102	65,190
Newberry	408	849	1,179	904,233	4	9	17	8,557
Oconee	193	386	545	422,149	1	4	7	2,512
Orangeburg	2,480	4,975	7,025	5,423,028	13	38	65	37,455
Pickens	352	648	942	724,043	3	8	15	8,774
Richland	2,419	5,028	6,965	5,359,586	9	27	44	26,255
Saluda	145	285	402	321,694	-	-	-	-
Spartanburg	1,644	3,287	4,641	3,632,801	13	37	62	38,390
Sumter	1,972	3,823	5,469	4,289,216	19	62	100	58,299
Union	427	800	1,169	933,868	4	8	16	11,407
Williamsburg	1,136	2,393	3,274	2,495,220	6	18	30	15,846
York	889	1,809	2,549	1,958,581	9	26	44	25,720

1/ Components may not add to totals due to rounding.

2/ Does not include supplemental and retroactive payments of \$2,785,376 and recoupments of \$592,814.

3/ Does not include supplemental and retroactive payments of \$60,420 and recoupments of \$11,513.

TABLE 6
FOOD STAMP PARTICIPANTS: AVERAGE HOUSEHOLDS AND PARTICIPANTS PER MONTH,
TOTAL BENEFITS, BY COUNTY, FY 1987-88 1/

County	Average Per Month		Total Benefits
	Households	Persons	
State	93,388	269,973	\$156,658,831
Abbeville	800	2,016	1,162,432
Aiken	2,599	7,470	4,572,851
Allendale	866	2,687	1,543,995
Anderson	3,131	7,832	4,517,127
Bamberg	1,124	3,386	1,824,449
Barnwell	1,204	3,492	1,976,957
Beaufort	1,986	5,718	3,461,661
Berkeley	2,320	6,934	4,237,741
Calhoun	528	1,620	841,972
Charleston	6,881	21,125	13,212,720
Cherokee	1,065	3,017	1,675,900
Chester	1,090	3,196	1,855,224
Chesterfield	1,784	4,662	2,397,779
Clarendon	1,905	6,064	3,308,765
Colleton	1,652	4,886	2,672,050
Darlington	2,535	8,011	4,522,217
Dillon	1,936	6,359	3,468,179
Dorchester	1,796	4,948	2,874,089
Edgefield	521	1,624	927,137
Fairfield	1,040	2,995	1,601,189
Florence	4,777	14,861	8,612,184
Georgetown	1,770	5,586	3,148,773
Greenville	5,013	12,712	7,638,429
Greenwood	1,665	4,368	2,540,418
Hampton	728	2,295	1,228,357
Horry	4,128	12,159	7,226,460
Jasper	749	2,198	1,152,380
Kershaw	1,187	2,954	1,709,675
Lancaster	1,525	4,166	2,510,907
Laurens	1,410	3,766	2,116,996
Lee	1,411	4,671	2,487,132
Lexington	1,862	5,016	2,967,849
McCormick	373	1,054	528,112
Marion	2,057	5,838	3,280,772
Marlboro	1,472	4,185	2,261,008
Newberry	1,308	3,539	1,977,123
Oconee	978	2,347	1,288,738
Orangeburg	4,403	13,360	7,828,046
Pickens	1,240	3,034	1,731,744
Richland	4,874	14,173	8,919,104
Saluda	472	1,269	610,530
Spartanburg	3,876	10,031	5,872,000
Sumter	3,984	12,693	7,251,198
Union	888	2,312	1,326,502
Williamsburg	2,710	8,234	4,637,833
York	1,768	5,110	3,152,127

1/ Components may not add to totals due to rounding.

TABLE 7
ANALYSIS OF ASSISTANCE PAYMENTS FROM LOCAL FUNDS
DURING FISCAL YEAR 1987-88, BY COUNTY 1/

County	Total Payments	Medical Payments	Foster Home Care For Children	All Other Payments
State	\$678,301	\$144,159	\$247,250	\$286,892
Abbeville	5,861	241	687	4,933
Aiken	7,261	506	2,923	3,832
Allendale	3,335	652	111	2,572
Anderson	10,200	2,405	959	6,836
Bamberg	6,404	1,041	80	5,283
Barnwell	6,067	3,383	244	2,440
Beaufort	21,522	1,484	3,616	16,422
Berkeley	8,619	2,499	2,526	3,594
Calhoun	700	82	-	618
Charleston	170,952	-	170,862	90
Cherokee	166	141	25	-
Chester	12,118	2,420	1,565	8,133
Chesterfield	13,399	1,425	-	11,974
Clarendon	7,547	2,555	-	4,992
Colleton	14,915	8,424	2,256	4,235
Darlington	35,332	35,332	-	-
Dillon	6,910	3,548	857	2,505
Dorchester	27,465	844	3,645	22,976
Edgefield	1,076	291	78	707
Fairfield	7,696	5,099	292	2,305
Florence	10,893	3,480	-	7,413
Georgetown	3,295	2,149	946	200
Greenville	5,624	618	1,236	3,770
Greenwood	764	738	-	26
Hampton	4,441	485	1,873	2,083
Horry	12,294	7,111	-	5,183
Jasper	5,013	924	236	3,853
Kershaw	34,216	3,491	1,050	29,675
Lancaster	3,063	1,008	1,758	297
Laurens	2,426	2,271	155	-
Lee	10,940	2,732	45	8,163
Lexington	7,980	984	3,615	3,381
McCormick	4,750	1,508	554	2,688
Marion	23,749	6,458	2,536	14,755
Marlboro	1,090	59	906	125
Newberry	18,054	3,475	25	14,554
Oconee	9,036	2,117	1,794	5,125
Orangeburg	15,969	3,218	4,016	8,735
Pickens	5,213	4,420	-	793
Richland	38,916	3,743	8,580	26,593
Saluda	3,401	1,186	768	1,447
Spartanburg	50,885	8,278	21,415	21,192
Sumter	8,797	3,977	2,794	2,026
Union	1,621	370	384	867
Williamsburg	3,388	3,388	-	-
York	24,941	3,600	1,838	19,503

1/ Components may not add to totals due to rounding.

TABLE 8
AFDC CASES APPROVED FOR MONEY PAYMENTS,
BY CATEGORY, BY REASON, FY 1987-88

	BASIC	UNEMPLOYED PARENT
Total	15,101	304
<u>MATERIAL CHANGE IN INCOME OR RESOURCES:</u>		
LOSS OF OR REDUCTION IN EARNINGS OF CARETAKER OR RECIPIENT		
AS A RESULT OF:		
ILLNESS, INJURY OR OTHER IMPAIRMENT:		
Father	253	3
Mother	91	-
Other caretaker	6	-
LAY-OFF, DISCHARGE OR OTHER REASON:		
Father	43	10
Mother	757	2
Other caretaker	7	-
LOSS OF OR REDUCTION IN SUPPORT FROM CARETAKER AS A RESULT OF:		
Death	23	-
Leaving home and stopping or reducing support	319	1
LOSS OF OR REDUCTION IN SUPPORT FROM OTHER PERSON IN		
HOME AS A RESULT OF:		
Death	10	-
Leaving home and stopping or reducing support	98	1
Illness, injury or other impairment	24	1
Lay-off, discharge or other reason	43	-
LOSS OF OR REDUCTION IN SUPPORT FROM PERSON OUTSIDE HOME:		
Father (absent throughout six months preceding application) ...	3,312	12
Other person	48	-
Loss of or reduction in other income	74	-
EXHAUSTION OR REDUCTION OF ASSETS TO MEET:		
Medical care costs	8	1
Other costs	7	-
Principal wage earner unemployed	19	249
Parent or caretaker relative of child who receives SSI benefits ...	24	-
Other material change in resources	8	-
<u>NO MATERIAL CHANGE IN INCOME OR RESOURCES:</u>		
CHANGE IN STATE LAW OR AGENCY POLICY RELATING TO:		
Determination of requirements	14	-
Consideration of resources	1	-
Other	6	-
INCREASED NEED FOR:		
Medical care	254	1
Other requirements	265	2
OTHER REASONS:		
Living below agency standards	9,000	19
Removed from open case under same category	45	2
Returned from institutional care	38	-
Transferred from another state under same category	16	-
Eligible for less than \$10	74	-
All other reasons	214	-

TABLE 9
AFDC APPLICATIONS DENIED OR OTHERWISE TERMINATED
FOR PUBLIC ASSISTANCE MONEY PAYMENTS,
BY CATEGORY, BY REASON FY 1987-88

	BASIC	UNEMPLOYED PARENT
Total	13,143	658
Income exceeds requirements	1,214	70
Excess resources	226	23
No eligible child	219	3
Not deprived of support or care	197	21
Failure to comply with procedural requirements	8,592	367
Undocumented alien	13	-
Nonresident	50	1
Moved or cannot locate	279	14
Application withdrawn	2,091	97
Gross income exceeds gross income limit	179	6
Child over 18	9	-
Stepparent's income	64	1
Standard deduction for child care and work expenses	1	-
Does not meet recent connection to Labor Force	7	27
Has not been unemployed for 30 days	-	18
Failed to apply for Unemployment Compensation	2	10

TABLE 10
AFDC CASES CLOSED FOR PUBLIC ASSISTANCE MONEY PAYMENTS,
BY CATEGORY, BY REASON FY 1987-88

	BASIC	UNEMPLOYED PARENT
Total	16,436	411
Excess resources	458	21
No eligible child	1,618	12
No longer deprived of support or care	604	19
Moved or cannot locate	1,411	23
Recipient initiative	4,396	53
Failure to return completed monthly report	2,361	76
Earned income disregard removed from budget	217	3
Child over 18	138	-
Stepparent's income	208	1
Standard deductions for child care and work expenses	22	-
Failure to comply with procedural requirements	2,135	53
Hours of employment exceed AFDC-UP requirements	5	65
INCOME EXCEEDS REQUIREMENTS:		
Earnings increased	2,296	67
Benefits or pensions increased	70	1
Support from person outside home increased	4	1
Support from person inside home increased	3	-
Requirements reduced	-	-
Closed due to ESC/AFDC match	15	2
Gross income exceeds gross income limit	388	14
Gross income exceeds gross income limit due to child support collection	22	-
Removal of \$30 + 1/3 or \$30 earned income disregard	65	-
Increased earnings from Employment Search	-	-

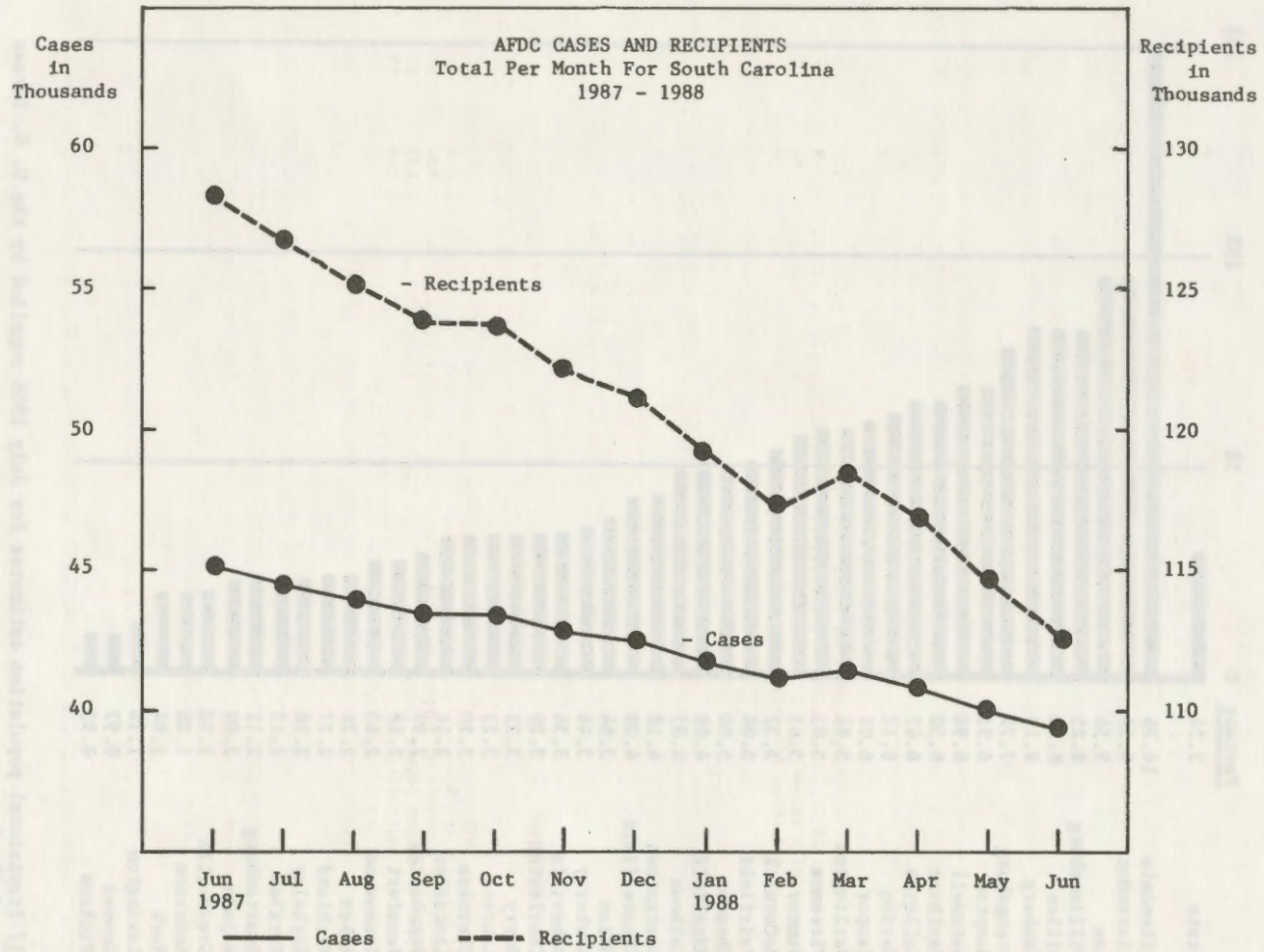
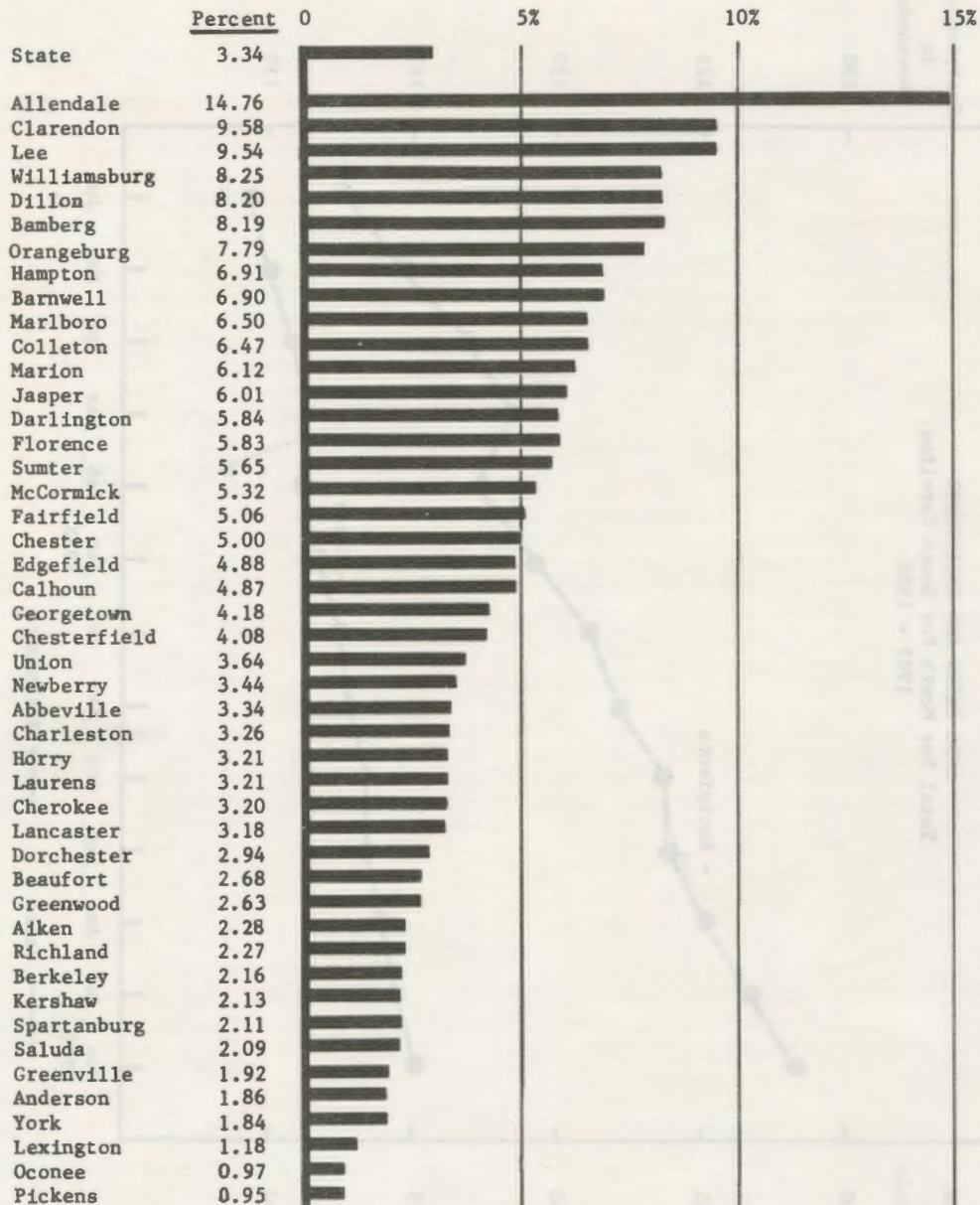


CHART 1

CHART 2
PERCENT OF POPULATION RECEIVING AFDC ^{1/}
June 1988



^{1/} Provisional population estimates for July 1986 supplied by the U. S. Bureau of the Census.

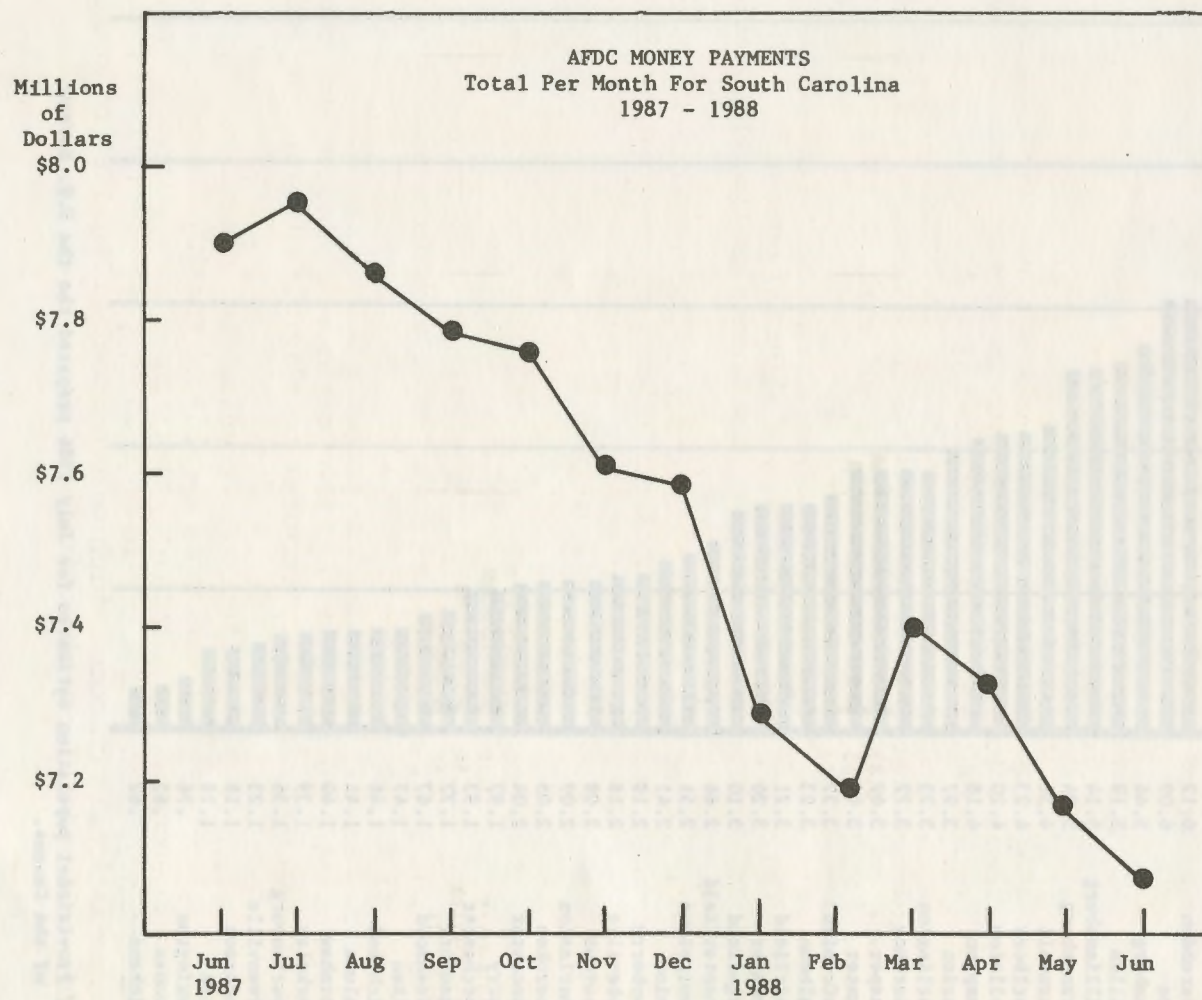
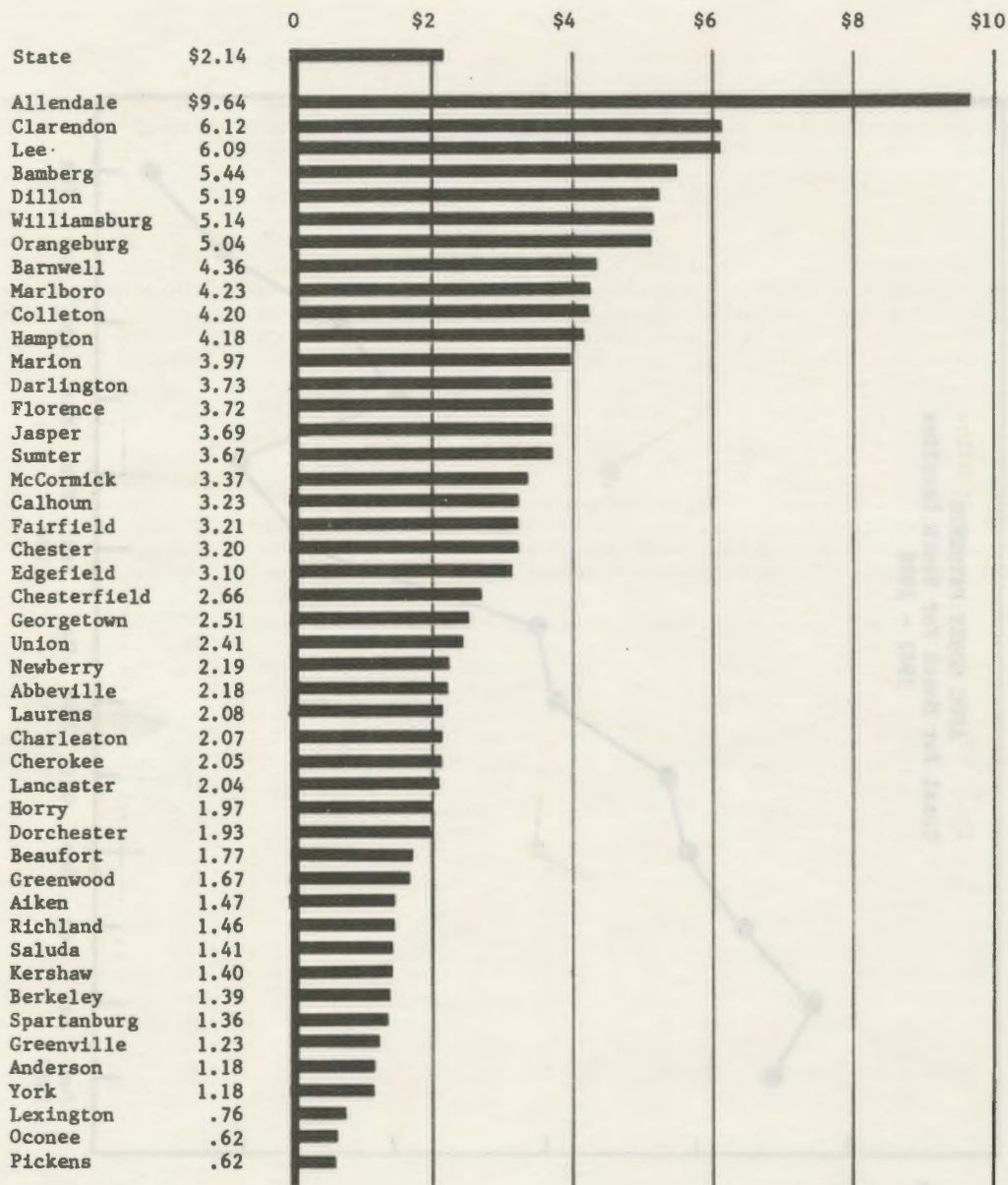


CHART 3

CHART 4
AMOUNT EXPENDED PER INHABITANT FOR AFDC MONEY PAYMENTS 1/
JUNE 1988



1/ Provisional population estimates for July 1986 prepared the the U.S. Bureau of the Census.

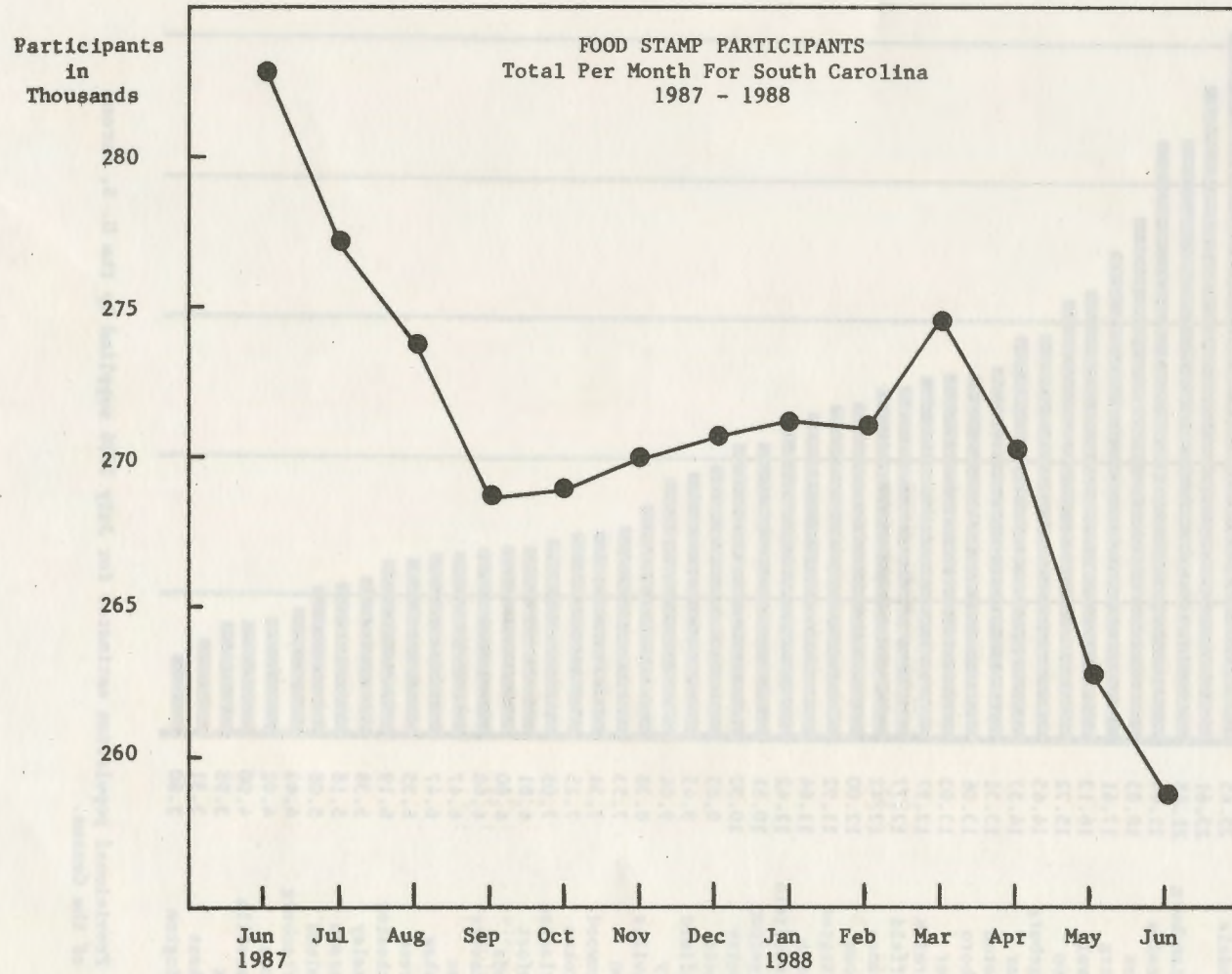
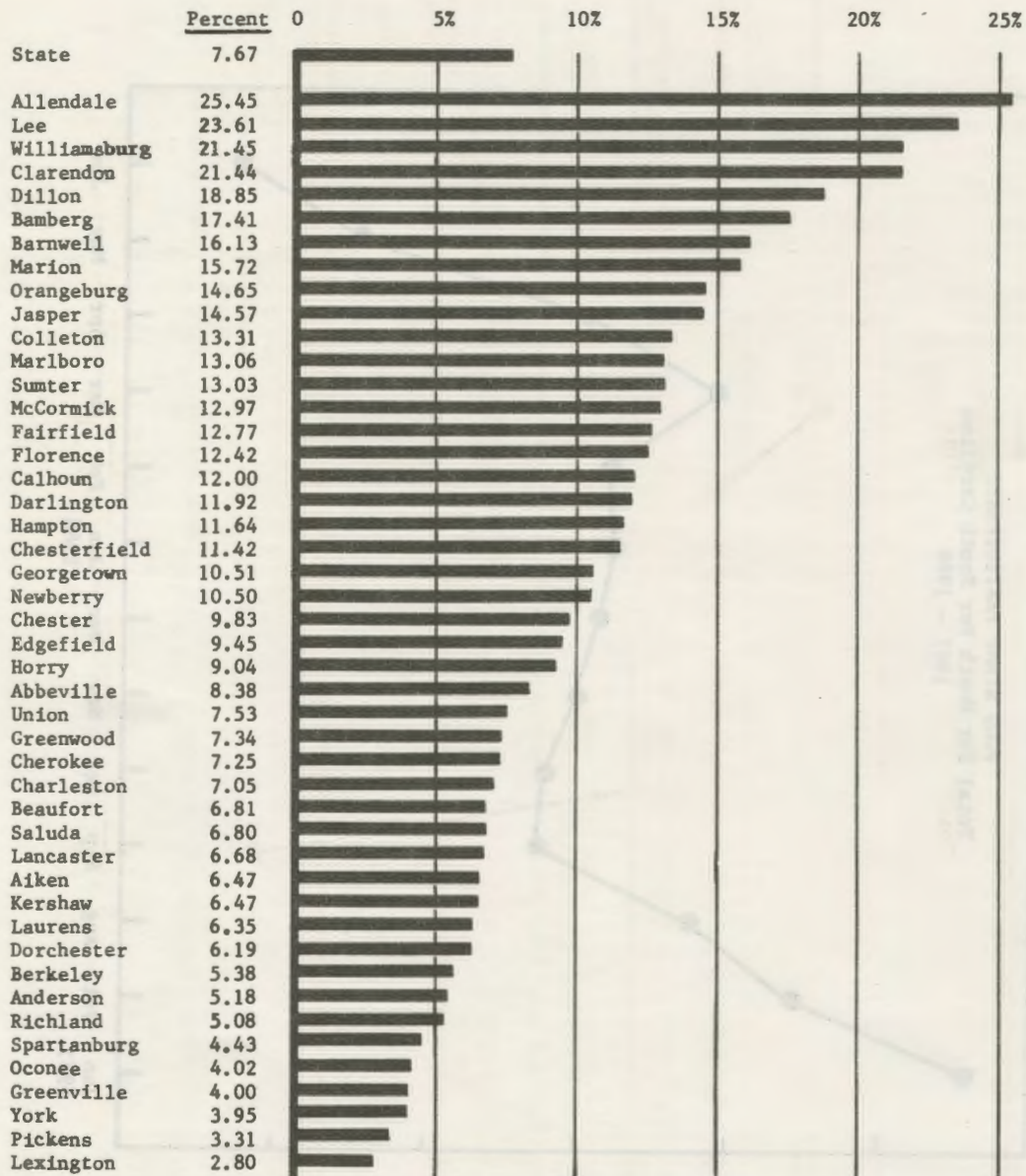


CHART 6
PERCENT OF POPULATION RECEIVING FOOD STAMPS 1/
June 1988



1/ Provisional population estimates for July 1986 supplied by the U. S. Bureau of the Census.

Stamps
Issued
(Millions
of Dollars)

VALUE OF FOOD STAMPS ISSUED
Total Per Month For South Carolina
1987 - 1988

\$14.0

\$13.5

\$13.0

\$12.5

\$12.0

Jun
1987

Jul

Aug

Sep

Oct

Nov

Dec

Jan
1988

Feb

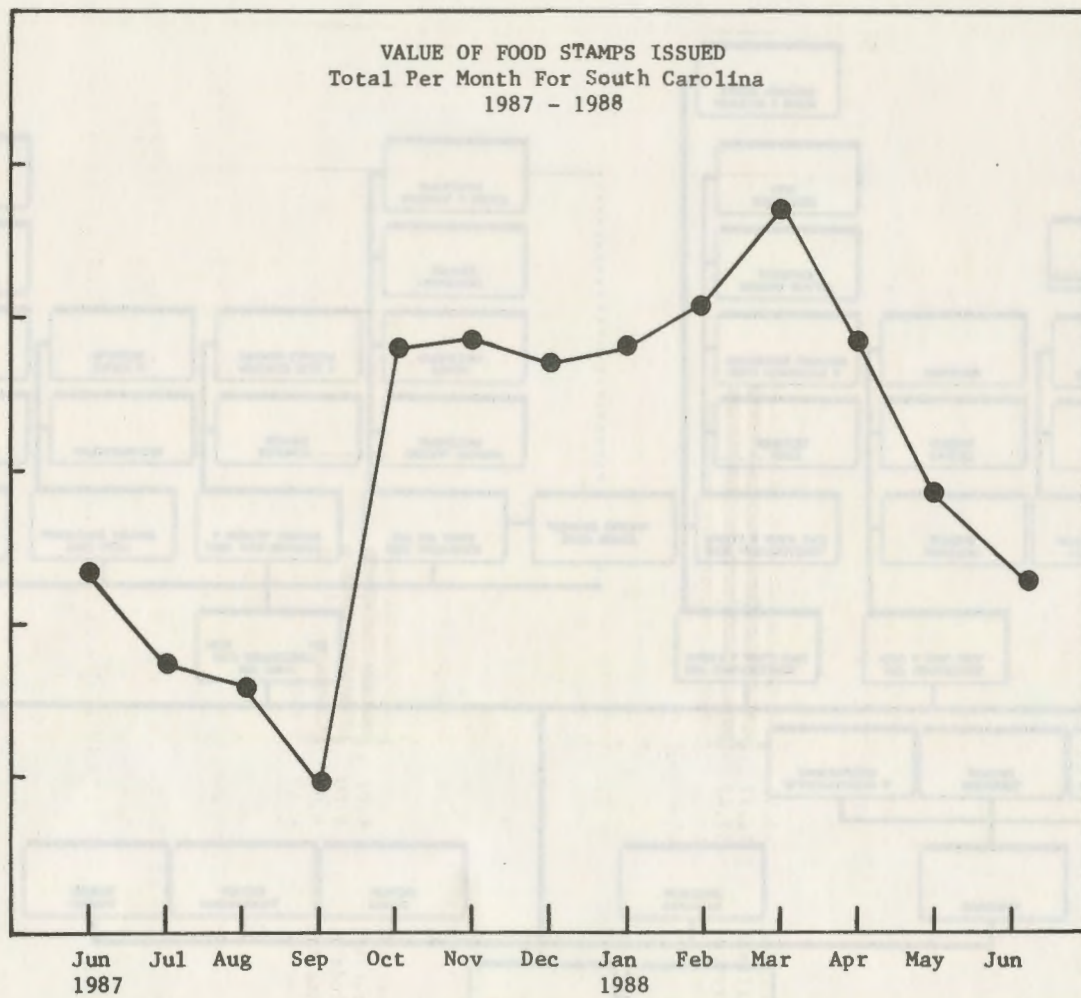
Mar

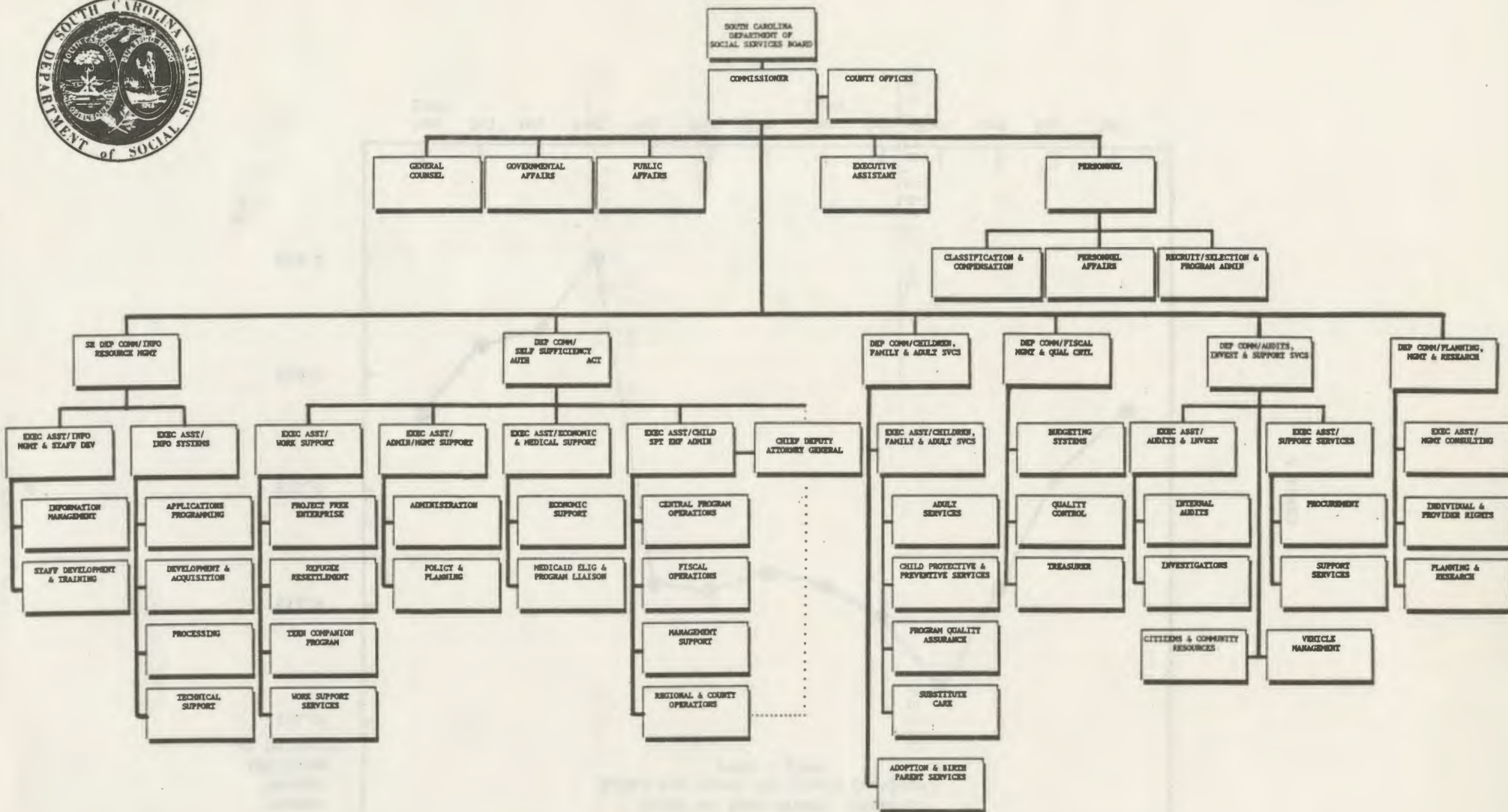
Apr

May

Jun

CHART 7





SC Department of Social Services
Statement of Expenditures
For Fiscal Year Ending June 30, 1988

ADMINISTRATION AND SERVICE DELIVERY

Agency Administration	\$18,459,702	
County/Local Administration	18,631,513	
Human Services	27,997,520	1
Social Services Block Grant	9,039,848	
Child Welfare Services	2,332,062	
Foster Care & Adoption Assistance	713,869	
Work Incentive Program	556,782	
Refugee Resettlement	45,381	
Child Support Enforcement	12,261,493	
Economic Services	34,468,441	2
AFDC	3,900,434	
Food Stamps	3,613,040	
Child Care Food Program	6,226,626	
Medical Assistance Management	2,959,801	
Emergency Food Assistance	602,844	
Summer Food Program	20	\$141,809,376

ASSISTANCE PAYMENTS

AFDC	92,102,148	
Foster Care & Adoption Assistance	3,113,146	
General Assistance	5,643,595	
Food Stamp Issuance	156,658,828	
Commodities	7,338,834	
Food Stamp Project FAIR	1,288,388	
Adult Protective Services	33,680	
Foster Home Care	4,148,764	
Child Support	32,235,236	
Refugee Resettlement	53,408	\$302,616,027

Grand Total Expenditures

\$444,425,403

Footnotes:

- 1 - Human Services Program costs are allocated to the Social Services Block Grant, Child Welfare Services, Foster Care and Adoption Assistance and Medical Programs - in accordance with the Agency's Federally approved Cost Allocation Plan.
- 2 - Economic Services Program costs are allocated to the AFDC, Food Stamp, Medicaid and Refugee Resettlement Programs - in accordance with the Agency's Federally approved Cost Allocation Plan.